14. | Technical Specifications – Inmate Telephone System

Shelby County, TN

GTL

The Corrections Innovation Leader

14. TECHNICAL SPECIFICATIONS - INMATE TELEPHONE SYSTEM

14.1 Scope of Work – Inmate Telephone Systems

The purpose of this procurement is to make available to the designated inmate population access to telephones during certain hours of the day. Inmate access to telephones is to be supervised and monitored by County staff. The system furnished shall be of advanced technology with state-of-the-art equipment provided.

GTL has read, understands, and complies.

14.1.1 Responses

Proposers should confirm their response to each requirement with a yes/no where indicated. Additional statements may be made in the "Comments" field, which should be of a concise "feature/function" nature that better describes their product. Where a Proposer's product offers significant features not pre-defined in this section they should be appended after Section 14.7.4.

GTL has read, understands, and complies.

14.2 Facilities and Telephones.

The locations requiring inmate telephone services are listed below, with approximate ADP metrics. Proposal must include the recommended number and type of telephone set required for inmates, following the mandatory site visits. The quantity of telephone sets may need to be adjusted during the course of the contract to accommodate significant changes in the inmate population and/or call volume. Proposer must agree to adjust the number of inmate telephones or to relocate existing telephones as needed at no cost to the County.

FACILITY LIST AND CURRENT NUMBER OF TELEPHONE HANDSETS

Shelby County Jail	209 Poplar Ave, Memphis, TN 38103
ADP	2,308
Telephone Handsets	298
GTL Workstations	2

Shelby County Div. of Corrections	1045 Mullins Station, Memphis, TN 38134
ADP	2,200+/-
Telephone Handsets	292
GTL Workstations	3

Shelby County – Jail East	6201 Haley Rd, Memphis, TN 38134
ADP	254
Telephone Handsets	76

Shelby County Juvenile Court	616 Adams Ave, Memphis, TN 38105
ADP	66
Telephone Handsets	5

Shelby County – Medical Prison Ward	877 Jefferson Avenue, Memphis, TN 38103
ADP	6
Telephone Handsets	2

GTL has read, understands, and complies.

14.3 Additional Requirements
Proposers will be required to identify the need and provide sufficient TDD units to each facility:

Proposer Response Y/N:	Y

Proposer Comment:

GTL has read, understands, and complies.

GTL's proposed inmate telephone system is designed for use by the hearing impaired. GTL will provide TDD/TTY devices based on the needs of each facility, as determined by the County. GTL proposes the portable Ultratec (Model: Superprint 4425) vandal resistant TDD.

- 3 selectable print sizes
- Turbo Code® and Auto ID™
- E-Turbo for simplified relay calling
- 32K memory
- Baudot code (45.5/50 baud rate)
- Built-in ring flasher
- Date/time printed at beginning of each call
- Sticky key feature (for single-handed typing)
- Direct connect to standard telephone lines
- TTY Announcer™ tells hearing callers a TTY is being used

When necessary, inmate telephone handsets may be cradled in TDD units to permit severely hearing-impaired inmates to communicate with others through the inmate telephone system, not only complying with the ADA but still allowing investigators to record and monitor the conversation. GTL has long taken a proactive stance towards not only meeting applicable ADA requirements, but truly serving the needs of those with disabilities.

The TDD/TTY device includes a printer that will provide a written transcript of the conversation via TTY.

Inmates using the TDD units provided by GTL are able to contact the local Relay Service. The system will have a centrally managed database with the Relay Center's contact information. Due to the longer set up time required when placing a call through a Relay Service, GTL recommends allowing up to 30 minutes for calls made from TDDs even if non-impaired inmates are limited to a lesser time. Also, because a Relay Center operator accepting a call is considered call-acceptance by the ITS. GTL prefers to set calls to the State Relay Center as free so that inmates are not billed for time spent setting up a call. When the inmate picks up the telephone handset and places it in the cradle of the TDD unit, he or she is prompted to dial a digit to access TDD options. From this point forward, the TDD machine displays call prompts on the digital screen. While the call is in progress the line is monitored for standard Baudot code (the communication standard for TDD).

14.4 Telephone Service Required

The system must be capable of providing local, inter-LATA, intra-LATA, and international telephone service to inmates.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

GTL is a fully authorized inmate telephone service provider in the State of Tennessee and as such will have complete responsibility for rating and routing call traffic for all call types. We maintain multiple billing and routing agreements with major carriers in order to insure that calls are routed in the most efficient manner.

When an inmate places a call, GTL's ITS validation system will determine the call type (Local, IntraLATA, InterLATA, Interstate, or International) and the best route. The local or long distance carrier used for any given inmate call will depend on the most efficient route to the destination

14.5 Telephone Hardware

14.5.1 Suitable for Inmate Environment

The successful Proposer is to provide telephones that are suitable for an inmate environment, meaning that telephones are equipped with durable housings and reinforced cords. Each telephone is to be a non-coin, "dumb" type unit that is tamper- resistant. Equipment must not contain any external removable parts.

GTL has read, understands, and complies.

GTL's standard inmate telephone has a sturdy compact design. Constructed with heavy-duty, seamless stainless steel, this streamlined phone is a totally secure unit, ideally suited for prisons and jails. The housing is tamper and water resistant to the highest degree, and can only be opened with a special security tool. Telephones are flush mounted to the wall. Each is equipped with a stainless steel, braided security lanyard inside the armored cord designed to handle up to 1,000 pounds of pull resistance - extremely resistant to stretching and breaking.

WINTEL 7010SSE Cord-on-the-Top Inmate Telephone

- Built-in user controlled volume "LOUD" button for ADA mandated volume control (must be user-controlled volume amplification AND volume must reset to normal with on-hook to meet ADA requirements). Includes raised bump on "5" digit key
- 180° rotating swivel elbow with at least 1,000# pull strength
- Heavy 14 gauge brushed stainless steel provides rugged vandal resistant telephone housing designed & built for inmate use
- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear® Handsets have separate 4-pin connections
- Heavy chrome metal keypad bezel, buttons, and hook-switch lever withstand abuse and vandalism
- Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse
- Pin-in-head security screws minimize tampering
- Hearing aid compatible and FCC registered
- US: 1DATE05BITC-254, IC: 3267A-JTC254

14.5.2 Volume Control
All inmate telephones will have adjustable volume control.

GTL has read, understands, and complies.

All inmate telephones have a built-in user controlled volume "LOUD" button.

14.5.3 TDD/TTY Compatible
Inmate telephones must be compatible with the use of TDD/TTY units that may be required for hearing impaired inmates.

Proposer Response Y/N:	Y

GTL has read, understands, and complies.

TDD/TTY Units

GTL's proposed inmate telephone system is designed for use by the hearing impaired. GTL will provide TDD/TTY devices based on the needs of each facility, as determined by the KYDOC. GTL proposes the portable Ultratec (Model: Superprint 4425) vandal resistant TDD.

- 3 selectable print sizes
- Turbo Code® and Auto ID™
- E-Turbo for simplified relay calling
- 32K memory
- Baudot code (45.5/50 baud rate)
- Built-in ring flasher
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Inmates using the TDD units provided by GTL are able to contact the local Relay Service. The system will have a centrally managed database with the Relay Center's contact information. Due to the longer set up time required when placing a call through a Relay Service, GTL recommends allowing up to 30 minutes for calls made from TDDs even if non-impaired inmates are limited to a lesser time. Also, because a Relay Center operator accepting a call is considered call-acceptance by the ITS. GTL prefers to set calls to the State Relay Center as free so that inmates are not billed for time spent setting up a call. When the inmate picks up the telephone handset and places it in the cradle of the TDD unit, he or she is prompted to dial a digit to access TDD options. From this point forward, the TDD machine displays call prompts on the digital screen. While the call is in progress the line is monitored for standard Baudot code (the communication standard for TDD).

14.6 MINIMUM TECHNICAL REQUIREMENTS

The following items outline the minimum specifications required. Proposers are required to respond to each item, detailing and explaining how the system proposed will accomplish each specification.

GTL has read, understands, and complies.

14.6.1 Automated Direct Call Processing

Only automated call processing of collect and pre-paid intra-LATA, inter-LATA, interstate, and prepaid international calls will be allowed. The system shall require a positive acceptance by the called party. Only after positive acceptance will the inmate and the called party be allowed to talk. The system shall create and save a call detail record of all call attempts, whether accepted or rejected and the fate of the call shall be noted in the record.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

GTL's Inmate Telephone System provides fully automated operator services <u>for all call types</u>. The automated operator gives dialing instructions, call-type and language options, error prompts, makes initial contact with the called party and provides information about the call, including the inmate's name and the name of the correctional facility.

When the call is answered, the system's automated operator will instruct the called party with a message such as:

You have a collect call from [INMATE NAME], an inmate at [Shelby County FACILITY NAME]. This call may be monitored and/or recorded.

If you wish to accept this call, press [designated digit] and hold

To deny the call, press [designated digit] and hang up. "

If you wish to block future calls of this nature, press [designated digit].

To hear costs for this call, press [designated digit] and hold for rate information.

If the called party fails to respond appropriately, the message repeats three times and if no appropriate response is made within 30 seconds of the last repeat, the call is terminated.

The exact wording of automated prompts will vary with call type. The wording of default messages can be modified to exactly match Shelby County's preferences.

Billing begins when the called party positively accepts the call and the connection is made, allowing the inmate to talk with the called party.

GTL's ITS creates and saves a Call Detail Record (CDR) of all call attempts (accepted or rejected) and the status of each call.

14.6.2 Pre-Pay Calling Service

In addition to traditional collect call service, County requires that the Proposer provide pre- pay options for called parties. The pre-pay calling option must allow friends and family members (Users) the ability to establish an account directly with the Proposer.

The Proposer should describe available Pre-Pay Calling Options to include at a minimum the proposed approach to the following:

- Prepaid account set up
- Account replenishment options and methods
- Account balance inquiries and notifications

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

GTL provides pre-pay calling options for the families and friends of inmates through our AdvancePay Program and the inmate's debit account.

GTL has the ability to accept credit cards, money orders, personal checks, or Western Union payments. Cash and credit/debit cards can also be used at the deposit kiosk found in the lobby of County Facilities.

AdvancePay Prepaid Collect

AdvancePay Program - Funded by Family or Friend: Families and friends of inmates may call GTL's toll- free Billing Support number any time to setup prepaid accounts. Additionally, to help maximize calling opportunities, when an inmate attempts to dial a number that cannot receive collect calls, the Inmate Telephone System will place the inmate on hold while the option is given to the called party to set up an AdvancePay account with a VISA or MasterCard.

Should the party elect not to set up an AdvancePay account at that time, he or she is provided with a toll-free number to call when it is convenient. Alternative payment options are available either via customer service representatives or a web payment application.

Automated AdvancePay Set up: At the time of an inmate's call, the party who chooses to use a credit card and the automated system is prompted through the remainder of the setup process. Once the account has been established and payment made via credit card, the current call is connected.

After the pre-pay account is established, collect calls to the telephone number may be placed up to the prepaid amount.

Non-Automated AdvancePay Set up: For called parties who do not have or choose not to use a VISA or MasterCard, AdvancePay's automated operator also provides a toll-free telephone number to Global Tel*Link's AdvancePay customer service representatives, who can set up an AdvancePay account using other methods of payment. Other payment methods include cashier's check, personal check, Western Union, or money order.

AdvancePay Deposit via Automated Phone Prompts: When allocated funds in a called party's existing GTL AdvancePay account are depleted, at the time of the next inmate call to that number, GTL's automated AdvancePay operator informs the party that a deposit to the account is required before the current or future calls from the correctional facility can be completed. If the party elects to allocate additional funds using his or her credit card, the inmate's current call is connected as soon as the party completes the automated steps to replenish the account.

AdvancePay Deposit via the Web: AdvancePay customers are invited to use GTL's Web site on the Internet, 24 hours a day, 7 days a week, to deposit funds to their existing AdvancePay accounts.

AdvancePay Deposit via Other Methods: AdvancePay customers may call GTL's toll-free number to make arrangements to replenish prepaid funds using a cashier's check, personal check, Western Union, or money order. The party's ability to receive calls from the facility is reinstated within twenty-four (24) hours of payment receipt.

Checking AdvancePay Balances: At the time of each inmate call to the owner of an AdvancePay account, the ITS automatically announces to the called party the current balance in the account. GTL also provides a toll-free number that a consumer may call anytime (24 hours per day, 365 days per year) to check the balance on his/her existing AdvancePay account.

AdvancePay Convenience Options

<u>Card Storage</u> – GTL allows frequent depositors to "store" their credit/debit card numbers, in order to expedite their AdvancePay deposit transactions when they top up their prepaid phone accounts. With this optional feature, GTL remembers the depositor's credit/debit card, regardless of which GTL payment channel is used. This is a particularly helpful function when customers are using a mobile phone to complete the transaction, and punching in a 16-digit card number, plus a 5-digit zip code, plus a 3-digit security code may be difficult to do without error. Over 40% of deposit transactions are now completed using a previously stored card.

Note that GTL complies with the highest standards for protecting this sensitive customer data. GTL is certified as a Level 1 PCI (Payment Card Industry)-compliant merchant, the highest level attainable. Therefore, all stored credit/debit card numbers are encrypted using industry leading technology. All decryption keys are stored in a highly secured and hardened

Key Encryption Management (KEM) appliance that ensures only applications with the correct credentials are able to request decryption of sensitive data.

AdvancePay AutoReload – This optional feature is targeted toward those who:

Receive frequent inmate calls

Have a credit card

Don't want to miss an inmate call because of a low balance in their account

With AdvancePay AutoReload, the customer's account is topped up automatically whenever it hits a low balance condition, using a payment card stored with GTL. Customers may choose a reload amount of either $25 or $50, and may sign-up or cancel their authorization either over the phone or online. Standard AdvancePay transaction fees in effect for each facility apply to each deposit. This feature has been a great success, with over 40,000 AutoReload deposits occurring each month. This results in more completed calls and more satisfied customers.

AdvancePay Customer Contact Programs – Insufficient funds is a key reason inmate calls are not completed. When calls are not completed, inmates and their families and friends are disappointed and complaints may be generated. GTL operates several free contact programs that alert called parties of an inmate's attempt to contact them and of the need to set-up or reload an AdvancePay account. The result is more accounts set-up and funded, leading to more completed calls and more satisfied customers.

Phone Call Contact Program – When an inmate is unable to complete a call to an authorized number, GTL will again relay the inmate's call attempt and provide instructions on how the called party can go about accepting the call. This limited program leaves only 1 message following an unsuccessful call attempt by an inmate, and never more than 1 message every other day regardless of the number of inmate call attempts. There will be no attempt to relay an inmate's call attempt where the called party declines to accept the call.

Email Contact Program –GTL sends an email to those AdvancePay account holders who register online with us, whenever their AdvancePay account balance is low. The email contains a link to our new mobile website, in order to facilitate a deposit. Email recipients always have the choice to "unsubscribe" to this contact program.

Text Contact Program – This optional contact program for friends and family will send a text message each time the account holder's AdvancePay balance is low. In order to subscribe, AdvancePay account-holders just need to text the word "ADVANCE" to code 91613. In accordance with text messaging regulations, a double opt in is required to complete the subscription. Subscriptions may be canceled at any time. Besides low balance alerts, subscribers may text "BALANCE" to find out their account balance at any time.

OneCall Option

Single Call Billing: OneCall allows called parties to accept and pay for a single call without the need to first establish a prepaid account. This option is targeted towards those who:

- Do not receive many inmate calls (so no need for a prepaid phone account)

- Have a debit card with limited funds available (not enough to create or replenish an AdvancePay account)

- Don't want to miss an inmate call (since it may be the ONLY one!)

Our OneCall option means more completed calls and more satisfied customers.

With AdvancePay OneCall, the called party can now choose to pay for just that one call. Previously, these calls would NOT have been completed – either the called party could not set up a prepaid account because of limited funds, or they chose to forego the call because they did not want to set-up and fund a prepaid account. Standard per minute call rates, standard commissions, and standard AdvancePay transaction fees, if applicable, for each call.

14.6.3 Real-Time Called Party Prepaid Account Set Up Method

At the time of an inmate's attempted collect call to a number that cannot receive collect calls (due to billing restrictions, cell phone, etc.), the system shall put the inmate on hold and offer the called party the option to set up a prepaid account using a credit or debit card. This payment method will allow the collect call that would have otherwise been blocked to be connected as soon as the account is set up. If the called party elects not to set up an account, the inmate is to be informed and the call attempt terminated.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

To help maximize calling opportunities, when an inmate attempts to dial a number that cannot receive collect calls, the Inmate Telephone System will place the inmate on hold while the option is given to the called party to set up an AdvancePay account with a VISA or MasterCard. Should the party elect not to set up an AdvancePay account at that time, he or she is provided with a toll-free number to call when it is convenient. Alternative payment options are available either via customer service representatives or a web payment application.

14.6.4 Electronic Inmate Debit Payment Method

The system shall provide an option for inmates to pay for calls themselves from their personal debit or trust accounts. Describe the system's capability of electronic debit calling that is integrated with the County's inmate banking or commissary system (inmate trust accounts).

Proposer Response Y/N:	Y

Proposer Comment:

GTL has read, understands, and complies.

GTL is proud to offer the County an electronic debit solution that is seamlessly integrated with Aramark. *GTL has an existing and deployed integration to Aramark Commissary and Inmate Trust systems.* GTL's strategic relationship with Aramark will allow inmates to order debit time directly from inmate telephones.

How it works: To fund their PIN debit account, the inmate completes a transfer by accessing the system via any inmate telephone and inputting the amount of money to be transferred from his/her commissary/trust fund. Transferred funds are applied to the applicable inmate debit account in real-time. Inmates will have the option to review debit account balances at any time from any standard GTL inmate telephone station.

Once funds are applied to an inmate's PIN debit account, the inmate can use the debit option during call set up to make calls that will be charged to his/her debit account. The total cost of the call will be decremented from the inmate's debit account at the conclusion of each call (i.e. the debit account balance will be accurate after each call). This assures that the inmates do not complete calls that will result in charges exceeding their account balances and assures that funds necessary for payment of the calls have been collected from each inmate. The inmate has the option to confirm his/her debit account balance prior to each call.

GTL OMS banking debit: GTL has the capability to provide the OMS inmate banking module to the County; this module is similarly highly integrated to the GTL ITS, allowing for real-time electronic funding of inmate debit accounts from the inmate trust account.

14.6.5 Allowed Call List

Proposers shall describe the system's capability to provide allowed call lists to limit calls to only those phone numbers listed on an inmate's approved call list.

Proposer Response Y/N:	Y

Proposer Comment:

GTL has read, understands, and complies.

The PAN detail screen provides important detail and options for an individual number on the inmate's list. The called party's entire name is listed in the database. Telephone numbers may be manually added to an inmate's PAN list by authorized staff clicking the **Add New PAN** button in the selected inmate's PIN Detail file.

Approved numbers can be marked as "Active", "Private", "Hot", "Blocked", "Free", and "Called Party Block".

Active - The number is currently available for the inmate to call.

Private - The number will not be recorded or monitored.

Hot - Any time the number is called, alerts will be sent to the appropriate investigators.

Blocked - The number can be blocked so the inmate cannot call it.

Free - A number listed as free will not incur any charges.

Called Party Block - The called party may block the inmate from placing calls to his/her number.

The relationship of the called party can be selected from a dropdown box. Also, the "description" box allows for any information regarding the called party such as address to be saved in the database.

PAN Auto Enrollment Feature

The GTL ITS solution also offers an optional self-learning function for PANs. This simplifies administration of the lists by allowing inmates to set up their own calling lists—each number they call is automatically added to their PAN list until the list is full.

For example, if an offender has a PAN list limit of twenty (20) phone numbers, the first twenty (20) different phone numbers that the offender calls are loaded into the PAN.

PAN Inmate Self-Management Option

The GTL ITS can optionally provide an IVR (interactive voice response) feature to allow inmates to request that a number be added or to remove, activate, or deactivate telephone numbers on their PAN lists; up to the County-allowed number of entries. The ITS performs automated validation checks when inmates attempt to add new numbers to their personal call lists. Adding a number to the list requires the consent of the called party; the system will auto-dial the called party and play prompts to obtain consent (or refusal) for the number to be added to the list.

Once the inmate creates the initial call list, he/she can make changes when desirable or necessary. The PAN Auto Enrollment IVR allows the inmate to select the language used for prompts and requires the inmate's PIN to validate identity. The inmate has options to add, delete, and check the status of numbers previously added or requested.

Add a Number: When attempting to add a number, depending on circumstances, the inmate will hear messages such as:

- The telephone number you just added needs consent, please check back in 48 hours for the status of this number.
- I'm sorry, by request inmate calls to this number are blocked and cannot be added to your call list.
- The phone number you entered is already on your call list, please check the status of this number.
- You already have the maximum (e.g. 10) active numbers on your call list.

Numbers successfully added (requested) by the inmate are called by the IVR up to 3 times a day for 5 days (Mon - Sunday 9am ET, 3pm ET, and 7pm ET), to acquire consent from the called party. While in this 5 day queue, the destination number is classified on the inmate's call list as "pending approval".

When the consent call from the IVR is answered by the called party, the IVR plays a message explaining that [recorded inmate name], who is an inmate in [facility name], requests to be allowed to make calls to this number. The called party is instructed to consent by pressing a specified number key, or to decline the request by pressing an alternate key.

If the called party indicates that the request is declined the number is placed in the ITS blocked numbers database, and the destination number flagged as "denied" and removed from the inmate's list. On the 6th day, if still no response from the called party, the destination number is updated on the inmate's call list as "no response" and is deactivated.

Delete a Number: To delete a number from his or her PAN, the inmate selects the IVR delete number option and enters the number that is to be deleted. The system removes the number from the inmate's PAN.

Check Number Status: To check the status of a particular number previously added (requested) the inmate selects the IVR check status option and enters the number to be checked. Depending on the circumstance, the inmate hears messages similar to:

> This telephone number has consented to your calls. (**Approved**)
>
> This telephone number has denied your calls: (**Denied**)
>
> This telephone number is still pending approval. Please check back in 48 hours for results. (**Pending approval**)
>
> This telephone number did not respond to your request for consent within the given time frame. (**No response after maximum number of days**).
>
> If the phone number is on the inmate's call list, but is suspended, the offender will hear "The telephone number is currently on your call list, but has been suspended." (**Suspended**)
>
> If the phone number is on the inmate's call list, but is deactivated, the offender will hear "The telephone number is currently on your call list, but has been deactivated." (**Deactivated**)

Review All Numbers on the PAN: To hear the list of all numbers on his or her PAN list, the inmate chooses the List PAN option. The system plays each number and its current status:

-Approved

-Denied

-Pending approval

-No response

-Suspended

-Deactivated

PAN Auto Enrollment Report

The ITS provides a PAN Auto Enrollment Report that includes all numbers requested by inmates for addition to their Personal Allowed Numbers lists. The report identifies each call list by inmate and reports the status of each number: Approved, Denied, Pending Approval, No Response, Suspended, or Deactivated.

14.6.6 International Calling

Proposers shall describe the system's method for the completion of international calls outside of the North America Dialing Plan.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

GTL's ITS system uses standard commercial carrier access circuits, so any international destination can be dialed (subject to Shelby County's calling controls).

With few exceptions international calls cannot be dialed as standard (traditional) collect, due to difficulties associated with billing and collecting charges at international locations. Calls made to any international carrier for which a special collect call arrangement with GTL (or our billing partner) has not been established can only be made by one of the following prepaid methods:

Called Party

Prepaid Collect

Inmate Debit

GTL does offer international collect calling to Mexico. While the recommended method of funding is AdvancePay collect accounts which can be established by phone number destinations, GTL also supports LEC-billed collect calling to Mexico via arrangements with a third-party carrier. As is the industry standard for international LEC-billed collect services, GTL has no control over the rates charged via the third party provider and commissions are calculated against a fixed per call fee, paid by the third party carrier, rather than gross revenues as is the case with GTL's AdvancePay option.

14.6.7 Inmate Personal Identification Number (PIN)

The inmate telephone system must have an integrated PIN assignment and management function that allows any or all inmate callers to be identified. The system must be capable of requiring the entry of a valid PIN at selected or all inmate telephones for the successful completion of calls. The proposed system must have the capability to record and save the inmate's name during the inmate's first call attempt, to be automatically retrieved by the system for subsequent calls.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

Personal Identification Number (PIN) technology is a standard feature in GTL's ITS. The PIN system is active and available as soon as the ITS platform is installed. The ITS generally will receive inmate ID and PIN information from the facility JMS, but the ITS can assign "Security PINs". The Security PIN is a (usually 4-digit) number that is chosen by the inmate and in conjunction with the inmate ID makes a secure way to identify the inmate making the call while providing security to prevent inmate phone theft and fraud.

The PIN for each call is recorded for tracking purposes, regardless of whether the call itself was monitored or recorded. PINs also facilitate the use of inmate debit accounts when debit calling is used.

Different parts of a facility can be set up to operate with or without PINs. For example, the booking area phones may be designated as a no-PIN area, while the rest of the facility would require a PIN for every call. All PINs can be created at the time of booking and eliminated at the time of discharge. The ITS can also retain specific inmate PINs where the inmate is booked or incarcerated in absentia due to, for example, trial or hospitalization at a separate location.

When PINs are in use, the ITS automated operator talks inmates through the process of recording their names the first time they place a call. Thereafter, the ITS uses the recorded name to announce the inmate's identity to each called party. Using pre-recorded names linked to each inmate's PIN eliminates fraudulent message passing during the three-second space where the name is announced.

Open PIN: An "open" PIN is one that has no inmate-specific calling restrictions. Calls made by an inmate with an open PIN are regulated only by global restrictions that apply to all inmate calls (e.g. blocked numbers, maximum call duration, et cetera). For example, an open PIN allows the inmate to call any number other than those globally blocked for all inmates. In this case, the PIN serves to identify the inmate caller for investigative and other purposes.

Restricted PIN: A "restricted" PIN is one to which inmate-specific restrictions have been assigned. Personal restrictions that can be assigned include, but are not limited to, personal allowed numbers and personal blocked numbers. At the County's discretion, an inmate's personal restrictions may over-ride certain global restrictions.

Closed PIN: A "closed" PIN is one that is suspended or deactivated for disciplinary or other reasons. The system's PIN Lock Out feature is used to block the inmate's ability to make calls for a specified period of time, after which the system automatically reactivates the PIN. During the lock-out period, the system will not process a call attempt initiated with the suspended PIN. A deactivated PIN will remain deactivated until an authorized person manually reactivates it within the system.

PIN Length: The GTL Inmate Telephone System accommodates an inmate PIN of up to 25 digits. Optionally, additional digits may be assigned and required for debit or collect calling. Security PINs for debit or collect calling may be up to 15 digits. While a PIN must have at least one digit to register within the system, the practical minimum is the least number of digits required by the County to uniquely identify each inmate.

Preventing Duplicate PINs: Before saving information for the creation of a new PIN file, the system checks the PIN database and verifies that a duplicate PIN does not exist. If a duplicate is found, the system generates a message that says the PIN that has been entered is invalid and requests that a different PIN be entered.

PIN numbers can be manually typed-in or automatically generated by the system during the creation of a new PIN account at the workstation. An inmate performing the PIN Auto Enrollment procedure enters the approved PIN on the keypad of a booking area phone. In all cases, the system verifies the uniqueness of the PIN before the new PIN file is created.

Disallowing & Reinstating PINs: PINs facilitate individualized call restriction. Through the use of PINs, calling privileges for an individual inmate can be revoked at any time with the County's authorization. The restriction can be permanent or time specific. Thus, if an inmate is to lose his/her phone privileges for a given time interval, a renewal date would be entered into the system. An authorized administrator has the capability to suspend an inmate's calling privileges and establish a beginning and end date without the need to manually re-enable privileges. Simply select the inmate by PIN and their PIN Detail screen will be brought up on the system. The inmate PIN will be temporarily denied calling privileges for a period defined by the **PIN Lockout Start** (date and time) through **PIN Lockout Stop** (date and time).

Date Added 5/8/2012	Last Used	Last Phone Used	Balance $73.59
PIN Lockout Start		PIN Lockout Stop	☐ Allow Free · ☐ Allow Private
Notes			

PIN Features Currently Available at Shelby County

Feature	Description
Blocking of Individual Inmate by Called Party	A called party can block calls from a specific inmate, but still allow other inmates to call them.
Limit the Number of Refused Calls	Limits an inmate's ability to continue making calls after a specified number of called parties have refused a call in a specified period of time. This reduces attempts at hacking, as well as harassment.
Pre-Recorded Inmate Name Announcement	Prevents inmates from misidentifying themselves to make unwanted or harassing calls. Eliminates the opportunity for inmates to make free calls by delivering short messages when prompted to state name.
Instant Identification of Inmate on Three-way Call Detection	The ITS automatically flags the complete call detail record for follow-up when a three-way call attempt is detected.
Monitoring Calls in Progress by Inmate	Investigators listening to calls in progress can quickly identify the inmate caller.

Feature	Description
Send an Alert When a Particular PIN is Used	Notifies investigators by phone, email, or on their workstation when a particular inmate's PIN is being used to place a call. The conditions for triggering the alert can be further limited to the inmate calling a particular number or group of numbers, group of phones, or during a specified time of day.
"DO NOT RECORD" Calls by Inmate	Protects the inmate's legal right to privacy by identifying numbers specific to that inmate that are not to be monitored or recorded such as attorneys, physicians, and clergy. While global numbers can be set up for the use of the general inmate population (e.g., public defender's office), some numbers (e.g., an out-of-state attorney) may be specific to certain individual inmates.
Play Back Recorded Conversations of Specific Inmates	Investigators can retrieve recorded conversations by inmate PIN and listen to them or download them to CD/DVD for use as evidence.
Call Reporting by Inmate	It is critical for investigators to be able to track calls by individual inmates and to see who made a particular call. PINs make it possible to identify the caller on screen and on printed reports.
Exceptions to Globally Allowed Number List	Globally Allowed Numbers are numbers that inmates are allowed to call even though they may not be on any inmate's Personal Allowed Number list (e.g., public defender's office). In some cases, individual inmates may lose this privilege.
PIN Limitation Overrides	Exempts individual inmates from otherwise globally set restrictions on call duration, frequency, or minutes per day/week/month.
Limit PIN by Location	Restricts an inmate's PIN to making calls from a particular location.
Call Duration Limit by Combination of Factors	Allows for setting of individual call duration limits for inmates. Limits can also be flexible, depending on the location from which the inmate is calling (e.g. infirmary, solitary confinement, and work areas). Extended durations can be permitted for certain calls (e.g., attorney, clergy, physician, or other).
Individual Number Blocking	Prevents calls to certain numbers and groups of numbers for certain inmates. Usually used to stop harassing or abusive calls.
Individual Exceptions to Group Number Blocking	Allows certain inmates to call numbers not otherwise permitted to the general inmate population.

Feature	Description
Inmate Calling Privileges Suspension	Suspend any inmate's calling privileges beginning and ended at any time or date administrator chooses.
Limit Completed Calls	Limits the number of completed calls an inmate is allowed to make to any one number in a single day. This prevents inmates from monopolizing the phones by repeatedly calling the same number after their call duration has elapsed. It also helps families keep costs down.
Individual Inmate Hours Restrictions	Provides additional restrictions for individual inmates to limit the number of hours and times of day when they can to place calls.
Personal Allowed Numbers (PANs)	Restrict an inmate's calls only the numbers on a pre-approved Personal Allowed Number list. This makes stealing another inmate's PIN of little value and gives the facility complete control of the inmate's contacts.
Self-Learning Option for PANs (Auto PAN)	Simplifies the administration of PANs by allowing inmates to set up their own calling lists. Usually this is done from designated phones during a specified period of time (e.g., booking area phones within the first 24 hours).
Track Inmate by Phone Usage	Allows users to track the phones, phone trunks, cell blocks, etc. from which each PIN makes calls.
Language Selection	When inmates are enrolled in the system, they have the option to select the language in which they want to hear voice prompts. They can also select the language in which their called party will hear voice prompts. These choices will be stored in the ITS and automatically used for that inmate and called party in the future. This eliminates the number of steps an inmate has to go through in order to place a call.
Free Calls for Inmates	Allows facilities to designate specific telephone numbers that individual inmates are allowed to call for free. This can be used to allow inmates to call tip lines, public defenders' offices, or other special numbers.
Individual Speed Dialing Numbers	Inmates often feel a need to keep the telephone numbers of their friends and families private from other inmates. Speed dialing allows them to dial a two to four-digit code in place of the actual number; this code only works in combination with their PIN.

14.6.8 Biometric PIN Verification

The inmate telephone system shall verify the identity of inmate callers using voice biometrics. The voice biometric functionality must be fully integrated within the telephone platform and operate in real time. Enrollment of each inmate's voice print into the system must be easily accomplished without the need for County staff supervision.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

GTL offers the County a two (2) step inmate verification process inmate calls in County facilities.

Step 1 - for each and every telephone call, inmates must enter a secure PIN in order to verify their identity. This will be implemented by GTL for the County in order to increase security of inmate calling and reduce calling theft.

Step 2 - in addition to the inmate PIN, GTL provides the County our fully integrated Voice Biometric Inmate Identification solution.

Integrated Voice Biometrics

Two levels of voice biometric identification are available:

- **Voice IQ™ Initial Voice Biometric Inmate Verification** – verifies the PIN/inmate combination at the beginning of the call before the call continue. GTL has been awarded Patent 7,403,766 for this feature.

- **Voice IQ™ Continuous Voice Biometric Inmate Verification** – continuously analyzes the inmate voice throughout the call to ensure the inmate does not "hand-off" the call to a different speaker. GTL has been awarded Patent 8,509,736 for this feature.

Both features are an integrated part of our ITS and include analytical tools and reporting.

Highlights of our Voice Biometric Solution

- **Operates in Real-Time** as opposed to other voice biometric products which are strictly post production.
- Resides as **an integral component of the hosted inmate telephone system** and does not require 3rd party software to be opened outside of the hosted inmate telephone system user interface.
- Technology is **working throughout the call** (*Continuous Voice Biometric Identification*) and will identify fraudulent handover of the handset to a different inmate.

Notable Deployments: This technology is operational with multiple clients including the Michigan DOC, the Ohio DRC, and the Indiana DOC.

Voice IQ™ Voice Biometric - Initial Inmate Identification

GTL is able to offer the County our unique voice biometric solution, Voice IQ™. Voice IQ is a biometric speaker verification system that delivers initial verification and identification of a County inmate *in real time*, using a simple spoken pass phrase.

Totally language and accent independent, the Voice IQ voice biometric initial identification feature provides a secure, efficient and extremely convenient method to initially verify an inmate's identity. Our *fully integrated* voice biometric solution is easy to deploy within County facilities. Designed exclusively to meet strict facility security standards, GTL's voice biometric solution has successfully passed independent security audits. GTL has been awarded Patent 7,403,766 for this technology. Distinctive advantages of the GTL voice verification include:

Operates in Real-Time as opposed to other voice biometric products which are strictly post production.

Resides as an integral component of the ITS and does not require 3rd party software to be opened outside of the ITS user interface.

Features
PIN theft prevention
Language and accent independent
State-of-the-art accuracy
Fully Integrated with ITS – no external software or post-processing
Straightforward deployment – simply turn on via software
Integrated security
Convenient and non-intrusive (no personal information required)
Secure multi-factor authentication

How It Works

GTL's Voice IQ solution is an integrated component of GTL's ITS. Inmates are enrolled (below) to provide a "voice print" that is coupled with the inmate's PIN. The inmate speaks their pass phrase into the telephone handset after entering their PIN. The inmate's pass phrase is then processed by GTL's voice biometric module for verification of identity versus the PIN. A verification result is then returned to confirm or deny the inmate's identity based on the voice print analysis. The system can be configured to deny the call if inmate's identity is denied.

Enrollment

Enrollment in Voice IQ's initial voice biometric solution is carried out by an inmate stating three consecutive renderings of the selected pass phrase, creating a unique voiceprint.

In addition: To further assist the County in the battle to reduce inmate calling fraud and phone hand-off GTL is able to offer the County our Voice IQ Continuous Inmate Identification solution at a negotiable cost.

Voice IQ™ Voice Biometric - Continuous Inmate Identification

Voice IQ™ Continuous Voice Biometric solution is GTL's latest addition to our powerful Voice Biometrics toolset for inmate identification and fraud prevention. Using one of the most comprehensive, natural language speaker verification tools in the industry, GTL Voice IQ enrolls the inmate voice print and builds a voice print profile for comparison in future calls. During the inmate call, Voice IQ will continuously compare segments of the live inmate calls to the recorded voice print to verify the inmate's identity. Voice IQ Continuous Identification is the County's solution for inmate and called party phone swap control and prevention. Voice IQ Continuous Voice Verification will be used in conjunction with the Voice IQ initial Voice Verification feature to ensure that the inmate that was validated with the PIN at the start of the call remains as the only inmate speaker on the call for the duration. The Voice IQ continuous voice verification is a fully integrated, state-of-the-art component of the GTL ITS.
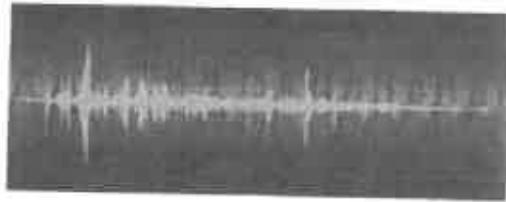
GTL has been awarded Patent 8,509,736 for this feature. Distinctive advantages of the GTL continuous voice verification:

Operates in Real-Time as opposed to other voice biometric products which are strictly post production.

Resides as an integral component of the ITS and does not require 3rd party software to be opened outside of the ITS user interface.

Technology is **working throughout the call** and will identify fraudulent handover of the phone handset to a different inmate.

Features

PIN theft prevention
Language and accent independent
State-of-the-art accuracy
Fully integrated with ITS – no external software or post-processing
Straightforward deployment – simply turn on via software
Integrated security
Convenient and non-intrusive (no personal information required)
Secure multi-factor authentication

GTL's Voice IQ™ continuously tracks to the inmate voice and will detect when the voice on the inmate side is no longer a voice match to the PIN-validated inmate. This initiate a "Speaker Change" event that is logged and triggers an alert. Detection and alert is "stealth mode" in that no indication is given to call parties about detection. The Speaker Change event includes the name of the inmate that initially was verified to allow the call.

Alerts are capable of performing any combination of the following actions:

-Alert both parties that a Speaker Change event has occurred.

-Terminate the call.

-Alert designated County personnel (email or text message).

Actions discussed for the continuous voice analysis are triggered in *real time*, which is a *GTL exclusive feature*. After call completion, the Speaker Change Events collected during the call are stored in the ITS database. Speaker Change Events for all inmate calls at County facilities are stored collectively in the ITS database for further search and retrieval.

Additional Features:

- *Speaker Change Events are stored separately, not altering the original recording.*
- *The system requires 20 to 40 seconds, which is configurable, after speaker change to determine an event. This buffer is intentional to protect against false positives caused by a laugh, cough, cry or emotional speech.*
- *Search calls for specific voice print by inmate.*

Voice IQ Call Detail Reporting Filter:

From the Call Detail Reporting Screen, users can check the "VIQ Detect status records only" filter to easily search for all calls that have Speaker Change events detected (indicating probable change of inmate speaking during the call).

☐ Pin Active Only	☑ Exclude non-essential calls	☐ Return HOT calls only
☐ Return PRIVATE only	☐ Exclude PRIVATE	☐ Return calls with ENERGY only
☐ Called Party IQ records only (Multi-Way)	☑ VIQ Detect status records only	☐ Cell Phone records only
☐ View All Notes		

Voice IQ in the Call Detail Results Screen:

Using the VIQ filter as described above, a report will be generated with all Speaker Change events detected within the specified time frame.

The Call Detail Report includes information regarding the Speaker Change report as described below. Although the report sample above is filtered on Speaker Change events only, this information will be included in any Call Detail Report in the calls that include Speaker Change events.

The **V** Icon in the STATUS field indicates a Voice IQ Speaker Change event was detected in the call.

The time stamp (MM:SS) of when the Speaker Change event occurred is displayed in the DETECT field.

Voice IQ in the Call Analyzer

The Call Analyzer provides visual indicators of the occurrence of a Voice IQ Speaker Change Event as illustrated below.
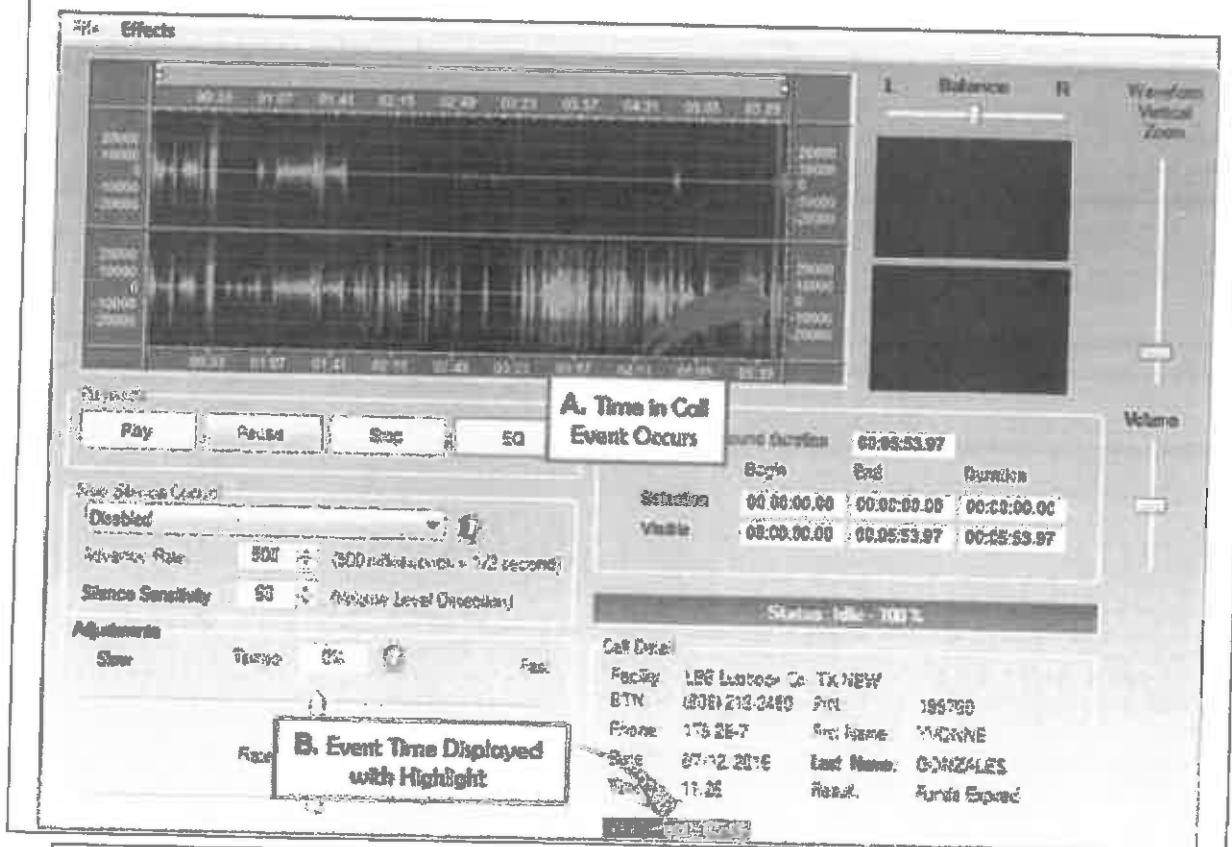
A.	Red bar indicates where Voice IQ activity was detected during the call.
B.	A Voice IQ event time stamp (MM:SS) shown under the Call Detail section of the Call Analyzer indicates where Voice IQ activity was detected in the call.

Voice IQ PIN Details – Enrollment Verification:

The **VIQ Trained** checkbox in the **PIN Detail** screen is used to assure an inmate's Voice IQ enrollment has been verified. The VIQ Trained checkbox will remain unchecked until a PIN voice print has been verified as trained.

Inmate ID	First Name	Location	Auto PAN
		No Restriction	
Debit PIN	Middle Name	Phone Group	Max PAN
1895 Force Reset ☐		No Restriction	0
Collect PIN	Last Name	Security Threat	
1895 Force Reset ☐		Select Threat Group	
Card ID	Alias		

☑ Active   ☐ Currently in Use   ☐ Hot PIN   ☐ Restricted Playback
✓ Voice Verification Enrolled   ☑ VIQ Trained   ☐ Reset Recorded Name   ☑ Voicemail

Edit Voice IQ Enrollment Role Permission: The PIN/PAN module of a User Role includes the **Edit Voice IQ** permission. This permission allows users of this Role to be able to uncheck the VIQ Trained checkbox of a given PIN in order to allow a PIN to re-enroll in Voice IQ. This may be done if the initial enrollment had an issue that is causing many false positives.

Role	Description	
Administrator		☐ Restricted
Modules	Permissions	
✓ System Control		
✓ Reporting	☑ PIN/PAN	
✓ Advanced Reports		
✓ PIN/PAN	Auto Enroll IVR	
✓ Number Management	Delete PAN	
✓ User Management	Edit PAN	
✓ Create Media	Edit Voice IQ Enrollment	

14.6.9 PIN Control and Suspension

The system must allow an authorized person to add, change, or suspend an inmate's calling privileges by altering settings associated with the inmate's PIN. Such changes shall be implemented immediately; as soon as the change is made and saved. In the case of a suspended PIN, the system must have the capability to automatically reactivate the inmate's calling privileges and assigned restrictions after a user-specified date.

Proposer Response Y/N:	Y

Proposer Comment:

GTL has read, understands, and complies.

The ITS **PIN Lockout** feature gives authorized administrators the capability to disable calling privileges of an inmate under disciplinary action. The suspension of privileges is programmed for the PIN and the ITS will automatically prevent calls by the PIN in the duration between the **PIN Lockout Start** (date and time) through **PIN Lockout Stop** (date and time). The lockout data is entered in the PIN detail page under PIN/PAN.

PIN Detail – PIN Lockout Controls

The restriction can be permanent or time sensitive. Thus, if an inmate is to lose his/her phone privileges for a given time interval, a renewal date would be entered into the system. The system will automatically track this time period and re-establish the inmate's calling privileges upon completion of the given time interval without the need for manual entry.

The Lockout feature provides the ability to make exceptions to the suspension of this inmate for FREE and PRIVATE calls.

- **Allow Free** – When an inmate in in lockout period, if this is checked the inmate will still be able to make calls to BTNs that are marked as FREE globally. If the inmate has a PAN, any entries in the PAN marked as FREE can be called during the lockout period.

- **Allow Private** – When an inmate in in lockout period, if this is checked the inmate will still be able to make calls to BTNs that are marked as PRIVATE globally. If the inmate has a PAN, any entries in the PAN marked as PRIVATE can be called during the lockout period.

14.6.10 Telephone Numbers per PIN

The system shall have the ability to assign a limited number of allowable telephone numbers per PIN. The system should have the ability to record in a self-learning mode, phone numbers to be added to the inmate's PIN.

Proposer Response Y/N:	Y

PAN Auto Enrollment Feature

The GTL ITS PIN system supports the automatic addition of allowed numbers to an inmate's Personal Allowed Number (PAN) via the **Auto PAN** function. In this "self-learning" mode, inmates add a number to their PAN list the initial time that they dial that number. Shelby County current configuration where Auto PAN is enabled for the PIN and the maximum number of destination telephone numbers that can be added to each inmate's PAN via Auto PAN. If desired, the system is configured such that each new PIN added to the system defaults to Auto PAN Enabled with the Max PAN set to the County's approved limit.

Auto PAN	
10	☑
Max PAN	
10	✕

14.6.11 Call Processing/Blocking System

The call processing/blocking system controller shall be external from the phone. The call processing/blocking system controller shall be centralized for all facilities to allow inmates to move to another facility without having to re-enter information.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

The call processing / blocking system is currently configured as a centralized process for all facilities.

14.6.12 Uninterruptible Power Source

An uninterruptible filtered power source must be provided for any hardware maintained at each of the facilities. In the event of a commercial power failure, the uninterruptible power source will provide a minimum backup power of at least fifteen (15) minutes to the system.

Proposer Response Y/N:	Y

Proposer Comment:

GTL has read, understands, and complies.

GTL currently provides an Uninterruptible Power Supply (UPS) that is designed to meet the runtime requirements for the Shelby County Correctional Facility at **NO COST** to Shelby County. All required phone system equipment is connected to a UPS back-up system that provides both *electrical conditioning and battery back-up in case of a power outage.* GTL provides and maintains an adequate number of appropriately sized Uninterruptible Power Source (UPS) systems with surge protection and line conditioning at the Shelby County facility. These systems will be capable of supporting all ITS components, including recording and monitoring devices, for a minimum of one (1) hour.

If commercial power is lost, the UPS indicates the shift to battery backup with an audible sound in the facility's equipment room and through a remote alert notification via the GTL's Network Management System (NMS) to our Network Operations Center which will immediately begin diagnosing and addressing the cause of the outage.

Regardless of any interruption in power, call records are protected at all times and not subject to loss.

14.6.13 System Failure Telephone Disconnection
If the system fails, all inmate phones must be automatically disconnected.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

Should the ITS experience any system failure, all inmate phones are automatically disconnected.

14.6.14 User-Friendly Voice Prompts
The system shall provide an automated operator with friendly voice prompts that give information and instructions to both the inmate and the called party. The automated voice prompts must be capable of facilitating an inmate's call from off the hook to hang up. Explain the types of prompts available thought the automated operator system.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

The GTL Inmate Telephone System provides a multi-lingual, automated operator service with friendly, easy to understand voice prompts. The automated operator controls each call from off the hook to hang-up. Inmates will never have access to a live operator.

Automated call prompts are currently customized according to Shelby County's specific requirements. Additional prompts may be added throughout the life of the contract upon request from the County. GTL uses only high-quality, professionally recorded voice prompts, not a voice synthesizer.

GTL's ITS automated operator services include but are not limited to:

- **Language Preference:** Upon picking up the receiver, the inmate will hear the following prompt, "For English, press 1" – in English; "For Spanish, press 2" – in Spanish; and so on. This prompt continues through each language available in the system until the inmate makes a selection. By default, the automated operator's pre-recorded messages are available in English and Spanish. GTL's ITS supports prompts in up to ten (10) languages. If the facility has a need for an additional language, pre-recorded messages in that language can be developed at no cost to Shelby County. Modifications to pre-recorded messages are also provided at no cost.

- **Call Type Preference:** When the facility approves multiple call types (e.g. collect, debit, station-to-station, person-to-person) the automated operator prompts the inmate to select the various call type options.

- **Inmate Call Branding:** When an inmate's call is answered the automated operator identifies for the called party both the inmate and the facility from which the call was placed. For example, the branding message for a collect, station-to-station call is similar to: "This is a collect call from [INMATE NAME], an inmate at [FACILITY NAME]. The branding message is followed by various called-party options.

- **Recording and Monitoring Notification:** When applicable, the automated operator informs both the inmate and the called party that the call is subject to recording and monitoring. This announcement is always included in the opening branding message to a called party, prior to the prompt for call acceptance or rejection. The system can be configured to repeat this announcement at random intervals throughout the call.

- **Positive Call Acceptance:** Following the call branding message, the called party hears an instructional prompt, "If you wish to accept this call, press or say 'zero' and hold; to refuse, press or say '5' and hang up; if you wish to block any future calls of this nature, press or say '7' for further information." Should any number other than those specified be pressed or spoken, the call is terminated. If the called party fails to respond appropriately, the message will repeat up to three times. If there is no response within thirty seconds of the third repeat, the call is terminated.

- **Automatic Rate Quote:** The system will quote rates to the called party prior to accepting the call. The rates are retrieved from Global Tel*Link's centralized rating system which is revised automatically when rate changes occur. The rate-quoting feature will quote the called party the cost of the first period, or minute, and the cost for any additional period(s), or minute(s).

- **Call Duration Warning:** A voice prompt or a warning tone will alert both the inmate and the call recipient when only one minute is left on any call. The system may be configured to repeat the warning at a different interval and/or at multiple intervals.

- **General Information:** When an inmate's call cannot be completed, the automated operator will notify the inmate using a message similar to one of the following:

  "The called number was busy, please try your call later."

  "The called party did not answer, please try your call later."

  "The called party did not accept your call"

  "The called party has placed a block on this number."

- **Automated Account Balance:** When the ITS prepaid Debit system is in use, the inmate hears the balance in his or her Debit account before call processing begins for a prepaid call.

- **Automated AdvancePay Setup:** When an inmate attempts to place a collect call to a number that that cannot accept collect calls, AdvancePay will place the inmate on hold while the option is given to the called party to set up an AdvancePay account that will allow inmate calls, up to a specified amount, to be charged to the party's VISA or MasterCard.

14.6.15 English and Spanish System Capability

The system must be capable of responding to English and Spanish speaking inmates. There shall be dialing instructions provided in English and Spanish on each inmate phone set. System prompts, warnings and messages must be available in English and Spanish. The Proposer must describe how this will be accomplished with the proposed phone sets. If needed, additional languages must be available at no cost to County.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

GTL's hosted ITS currently provides both parties with the option of selecting English or Spanish voice prompts when a call is being processed.

Clear, automated voice prompts will assist and instruct an inmate from the time they lift the receiver until the call is completed and disconnected. GTL will provide each County facility placards with dialing instructions in the languages requested by the County. Call Rate flyers will be placed near each inmate telephone or group of phones for easy access. All materials are provided at NO COST to Shelby County.

The inmate never has access to a live operator.

The inmate lifts the receiver and hears the automated prompt: (in English) *"For English, Press 1" (in Spanish) "Para Espanol, marque 2*, and so on, through each language currently available in the system, until the inmate makes a language selection. At the County's request, GTL can provide access to more than 100 languages for the call prompts at NO COST to the County.

The answering party hears an announcement similar to:

"Hello, this is a collect call from [Inmate Name], an inmate at the [Shelby County Facility]. This call is subject to recording and monitoring. To hear options in English, press 1, para Español, marque dos."

This option is repeated twice. If no language is selected, the acceptance prompts continue in English.

The current ITS is configured to define language preferences for each phone number on an inmate's PAN list. When the PAN number is dialed, the system will automatically use the language designated for that number.

 Inmates are typically asked to speak their name during call set-up for inclusion in the outbound message. By default, inmates are given two seconds (which is adjustable by each County facility) to state their names. If PINs are used at the facility, each inmate's name can be recorded once (usually on the first call attempt) and stored with the inmate's PIN on GTL's platform so the name will not need to be re-recorded for each call. Pre-recording names in this fashion prevents inmates from passing messages or making threats to called parties who choose not to accept an inmate's calls. Inmates can also be required to first record their name during the booking process for further security.

14.6.16 Remote Diagnostics. Programming, Polling and System Alarm Reporting

The system shall support remote diagnostics, programming, polling, and system alarm reporting directly to the Proposer, with the ability to notify the County of any alarm reporting issues.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

GTL's continuous diagnostics and supervision for call processing and call recording solution is able to determine if a problem exists with the telephone, station port, channel, line, etc.

Our monitoring programs run 24/7/365 for the duration of the contract, relieving Shelby County staff of system monitoring.

For the best solution, Shelby County's dedicated GTL Project Manager and our Technical Services Department monitors the performance of the ITS at each County facility for 30 days after installation. They will observe the normal function of the system such as when it is on and off, what phones are used and how often, what the mix of call types is, how long call set-up takes, variation in calling patterns, et cetera. After the 30-day implementation phase of monitoring, the same level of monitoring can be expected by the technicians and GTL manager of the County contract. Our technicians will continue to perform regular routine preventative maintenance (PMs) as scheduled with each facility. This will be done on a minimum of monthly scheduled appointments with each facility. Any issue requiring more frequent PMs will be addressed as needed.

These observations are used to establish customized thresholds for each County facility that are programmed into our remote network monitoring programs. Whenever the system performance or usage deviates from these established patterns (if a phone that was being used regularly stops showing any calls for instance, or suddenly shows a shorter average length of call which might indicate some are being disconnected prematurely) our software will automatically notify a Technical Services staff member so that detailed diagnostics may begin. GTL's Technical Assistance has "always on" network access to all ITS elements and can remotely troubleshoot problems. GTL often detects, diagnoses, and resolves difficulties before a client is ever aware there was a problem.

Remote Diagnostics

The ITS allows technicians in our Network Operations Centers to place remote test calls to determine the source of a reported problem. Maintenance reports are available that help to isolate marginal inmate phones and trunks. For instance, GTL routinely tracks:

- The number of calls and attempts by individual phone, trunk and by day for the most recent 7 days.
- Average number of calls per day by individual phone and trunk for the previous week and the previous 4 weeks.
- The average conversation time for individual phones and trunks for the previous day.
- The percentage of deviation in usage by individual phone and trunk between the 1 week average and the 4-week average.
- Number of call attempts and completions by call and tariff type over any user-selected time period.

These reports allow GTL Technical Services department to proactively anticipate or identify potential sources or service degradation or interruption and initiate a service call before problems occur.

SNMP Monitoring

All GTL equipment has **Simple Network Management Protocol** (SNMP) capability enabled. SNMP allows equipment at the site to be polled and errors trapped when appropriate. Polling results go

directly to our central data centers and are monitored by GTL professionals. The functionalities of hardware components such as routers, switches, servers, IADs, and other SNMP-enabled devices are monitored and analyzed in real-time. The SNMP poll interval is programmable. By default, polling occurs every five (5) minutes.

The SNMP tool provides statistics for Bandwidth Usage, Latency, Jitter, Packet-loss, and Interface functions. An historical log of all statistics enables graphic views of specified daily, monthly, and yearly statistics.

Errors and alarms indicate the site involved and the system function that has failed. Real- time email notifications are sent to a GTL NSS (Network Security Services – a set of cross- platform libraries) notification group from these applications. Immediate steps are taken to address acute system failures. Steps include the opening and tracking of a trouble ticket, on- line diagnostics, dispatching of service personnel to the site if appropriate, and progress reports to the site. Ticket escalation occurs if the issue is not resolved within the expected time-frame.

Upon failure of a network element or local loop, GTL will open a trouble ticket with the carrier or dispatch a local technician to replace failed hardware elements. The network management tool also provides email alert notification to GTL technical staff members.

The SNMP User Interface displays current network statistics and provides access to historical statistical data.

Daily Performance Level Monitoring

Changes in call traffic that might indicate subtle problems are identified through daily performance level reports. These reports measure items such as number of completed calls, number of call attempts, daily revenue and number of validation attempts. Historical data gathered form GTL's extensive installed customer base has allowed us to build a sophisticated measurement model. This model is used to compare actual data from anticipated data. Thresholds that are exceeded or fall short of expectations are reported daily to our Customer Service department. GTL is capable of adjusting the measurement model on an installation-by-installation basis to ensure accurate problem reporting. In most cases, a problem is detected and resolved before the facility is aware that a problem has occurred.

Trouble Ticket Tracking and Escalation

A state-of-the-art tracking system is utilized to log all incoming support calls, track the progress, and insure prompt response and resolution of the situation.

GTL's first response to a service call can usually be measured in minutes rather than hours. The first step toward problem resolution is an assessment of the problem through an interview with the caller.

Every issue is assigned a priority and severity designation reflecting the needs of each situation.

Steps involved in the processing of a trouble ticket are illustrated in the diagram below.

Trouble Ticket Creation and Flow
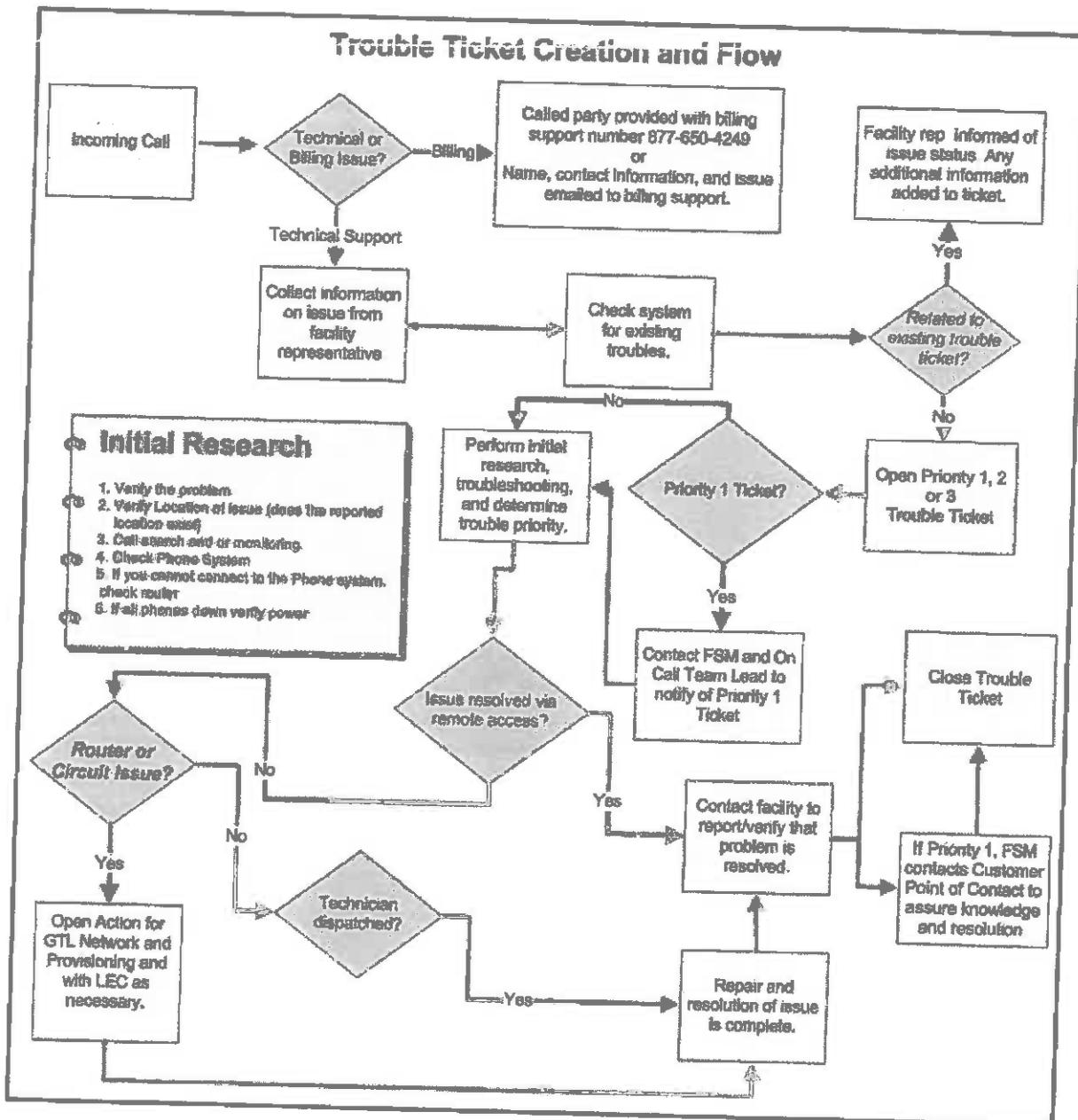
14.6.17 Programmable Conversation Length

The system shall support a programmable maximum allowed call time length (example: 15 min.) with time remaining warning message heard by both parties prior to call termination. The maximum allowed call length shall be programmable by inmate, phone, phone number dialed, housing unit, and facility as a whole. The proposed Inmate Telephone System must also have the ability to support different maximum allowable call lengths for inmate calls, including calls made with the assistance of a TTY/TDD device.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

The GTL ITS allows Shelby County to control the duration of in inmate calls. The same maximum duration (e.g. 20 minutes) may apply to all inmate calls throughout the facility or Shelby County may wish to set longer or shorter maximum time limits for inmates in particular housing units and/or when an inmate uses a particular telephone (e.g. a longer call time might be permitted for inmates using a phone designated for TDD calls, or a shorter limit for a new inmate in the booking area). The system can be set to announce the time remaining at specific intervals, such as one or five minutes prior to the call expiration.

Should Shelby County wish to prevent individual inmates from tying up phones with back-to-back calls (limiting calling opportunities for other inmates) the system is capable of imposing a **time-delay** between successive PIN usages.

GTL's ITS gives you almost unlimited flexibility to set any policies regarding inmate calling, because only you know what is best for your facility, the individual offenders you oversee, and the communities you protect.

14.6.18 Programmable Inmate Access
The system shall support a programmable inmate access based on time, date, or day of week. This access shall be programmable by inmate, phone, destination phone number, housing unit, facility, and by the system as a whole. Additional holiday settings shall be available to allow alternate scheduling of phone usage for specific holidays.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

On/off selection for the system phones is easily configured in the GTL ITS by specified inmate phones or globally for all phones. Authorized County users will also find the ability to configure calling limitations to specific times during the day and/or on particular days of the week. Additionally, authorized staff can control calling times by inmate phone, outside number, PIN, POD, and system-wide. The phone settings window can be edited by selecting the inmate phone on the System Control screen.

System Control

Phone Settings

Default Settings

Phone Settings

Phone Details

Location IQ

IP Restrictions

Select Phone Group

LBB-NEW Phone Group

Phone	Description	PIN Override Type	Value	Recording
101	101 1A-1	Disabled ▾	0	Recording ▾
102	102 1A-2		0	Off
103	103 1A-3	Minutes Per Day	0	No Recording
104	104 1A-4	Minutes Per Week	0	
105	105 1A-5	Minutes Per Month	0	Recording ▾
106	106 1A-6	Calls Per Day	0	Recording ▾
		Calls Per Week		
		Calls Per Month		
		Disabled ▾	0	Recording ▾

System Control

Phone Settings

Default Settings

Phone Settings

Phone Details

Location IQ

IP Restrictions

Select Phone Group

LBB-NEW Phone Group

Global PIN Override   **Value**   **Global Phone Status**

Disabled   Recording ▾

Clicking the arrow at the left of the line item for each phone in the phone settings screen opens the call time and duration schedule for each phone in the system.

Phone	Description	PIN Override Type		Value	Recording	
101	101 1A-1	Disabled	▾	0	Recording	▾

Call Time - 4004

	Start Time	End Time	Duration
Sunday	8:00 AM	10:00 PM	20 Min.
Monday	8:00 AM	10:00 PM	20 Min.
Tuesday	8:00 AM	10:00 PM	20 Min.
Wednesday	8:00 AM	10:00 PM	20 Min.
Thursday	8:00 AM	10:00 PM	20 Min.
Friday	8:00 AM	10:00 PM	20 Min.
Saturday	8:00 AM	10:00 PM	20 Min.

Authorized system users can also use the *PIN Specific Call Limits* section on the **PIN Detail** screen (for any inmate PIN) to set call permissions for individual PINs that over-ride the limits placed on phones or PODs, or to set PAN-limits to exempt certain outside numbers from these limits.

14.6.19 Programmable On/Off Service

The system shall support a daily programmable on/off service by individual phone, a group of phones, or by destination number and shall have the ability to shut down all or some of the phones from the system workstation.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

The GTL ITS gives each facility the ability to shutdown **individual phones and groups of** phones within a facility and globally. From any workstation or Internet connection, authorized County staff with the appropriate authorization can access *System Control* to modify the service status of inmate telephones.

For all phones or designated phones, service shut down methods include:

Call Scheduling: Automatically turn on and off telephone service at designated times

Software Phone Controls: Manually shut down telephones using ITS software controls

Manual Cut Off Switches: Manually shut down all or selected phones using mechanical switches installed by GTL.

Call Scheduling - Automatic Daily Turn On/Off of Phones

GTL's ITS provides the ability to program times when the system will be available or unavailable for inmate calling.

> On/Off times may be programmed to the minute, 24 hours a day.
>
> On/Off times may be programmed to be unique on each day of the week.
>
> On/Off times may be programmed to be unique by individual phones.

Phone	Description	Phd Override Type		Value	Recording	
101	101 10.1	Disabled	*	0	Recording	*

Call Time - 4004

	Start Time	End Time	Duration
Sunday	8:00 AM	10:00 PM	20 Min.
Monday	8:00 AM	10:00 PM	20 Min.
Tuesday	8:00 AM	10:00 PM	20 Min.
Wednesday	8:00 AM	10:00 PM	20 Min.
Thursday	8:00 AM	10:00 PM	20 Min.
Friday	8:00 AM	10:00 PM	20 Min.
Saturday	8:00 AM	10:00 PM	20 Min.

Schedule Inmate Calling Times

Software Phone Controls – Turn Off All or Selected Phones

The GTL ITS gives the facility the ability to shutdown individual phones and groups of phones within a facility and globally. From any workstation or Internet connection, authorized staff with the appropriate authorization can access **System Control** to modify the service status of inmate telephones. Phone Status has three possible settings:

Recording – Calling service is ON and all non-private calls are recorded. This is the default setting.

No Recording – Calling service is ON without recording

Off – Calling service is turned OFF

To shut down service to all telephones or all phones in a designated group, in the Global Phone Status field, select "Off".

Service to individual inmate phones may also be turned on or off at the County's discretion. From the System Control screen, individual phones are accessed by clicking the hyperlinks in the Phone Group column. Service to an individual inmate telephone can be turned off by selecting "Off" from the drop list of that phone as shown in the image below.

14.6.20 Manual On/Off Switch

A manual on/off switch for each phone shall be located in a secured office or area specified by County.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

Manual Cut Off Switches – Shutdown All or Selected Phones

In addition to the ability to shut down phones from any workstation, GTL also provides mechanical cut-off switches, located wherever the County chooses. GTL can provide individual kill switches for each phone, or can provide more advanced and flexible switch configurations to allow Shelby County staff to shut down various groups of phones with one switch.

GTL has experience installing manual shutdown switch configurations including custom designs integrated into control panels or custom switch boxes. With these configurations, phones can be cut off individually, as a bank, or for the entire facility.

Cut off switch configurations are not limited to discrete phone locations. For example, inmate phones located in several different areas of the facility, even if connected to different trunk lines, can be controlled by a switch that allows all of them to be shut off at once.
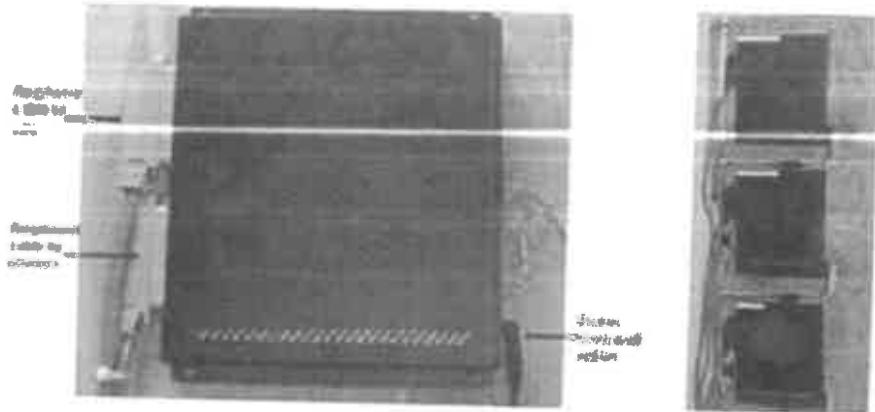
Example Telephone Shutdown Switches

14.6.21 On-Site PC Administration Workstation

The system shall include at each facility at least one (1) on-site personal computer workstation that provides: an access program to the system's centralized controls and databases, speakers for real time monitoring and replay of recorded conversations, a CDRW drive for transfer of call data and call recordings to CDs, and a compatible printer for call data reporting. The on-site administration PC must exist only as a portal to the centralized control system, meaning that underlying system functionality and inmate telephone service must operate completely independent of any administration terminal. Should an on-site computer "crash" or otherwise become disabled the central system must continue to function normally, maintaining full control of inmate telephones according to preprogrammed settings. Additionally, and system controls and call data shall remain accessible from authorized remote computers until the on-site workstation computer is repaired or replaced.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

GTL will provide an on-site personal administrative workstation for each County facility. Authorized users can continue to access the ITS's centralized control and databases. Configuration specifications are listed below:

GTL Standard Computer Workstation*

Computer: Dell Optiplex 3040 Desktop Workstation; Intel Core i3 (6100) 3.7 GHz Processor w/ 3MB Cache; 4.0 GB DDR3L 1600MHz SDRAM - 1DIMM; 16X DVD+/-RW SATA Drive; 500GB Serial ATA Hard Drive 7200RPM; Intel Integrated Graphics; Windows 10 Professional Operating System.

Peripherals (from Dell): 19" Flat Screen LCD Monitor Black; USB two button Mouse Black; USB Standard Keyboard Black; Speakers (Internal Chassis Dell)

Peripherals – (Other): Hewlett Packard OfficeJet 6100 ePrinter; 2 Blank CDRW Media (starter media); Tripp Lite Internet Office UPS 300 VA; UPS unit; Mouse Pad with GTL Logo.

* Due to the rapid evolution of computer hardware, should there be a significant delay between contract award and installation, GTL reserves the right to upgrade computer components to newer models.

14.6.22 On-Site PC Administration Software
System software must be security-level based and password protected. A system user who is properly authorized to perform different administrative tasks must be able do so with a single log-in to the system. Describe the proposed system's password security system. The user interface software must provide the County staff with the ability to control, monitor, and report inmate telephone usage. Describe common administrative tasks performed at the system workstation.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

GTL's hosted ITS solution has a Web-based interface that is accessible to authorized individuals via connection to GTL's private ITS Website.

The GTL ITS provides *Anywhere Anytime Access* to its powerful, technologically advanced features. Properly authorized users may access the system from an onsite system workstation, County on-site PCs, or any off-site PC (desktop or laptop). Compatible smart phones with Internet connection can also access certain ITS features.

After connecting to the private ITS Website, the user must log into the County's system with a valid user-name and password. **Each user's password is linked to an assigned Role defined by the County** which dictates exactly which features and functionality will be available to that person after log-in.

Most investigative and reporting functions of the ITS platform can be performed on mobile devices such as iOS, Android, and Windows smart phones and tablets and Windows Surface Pro tablets.

All system users are subject to security level assignment. **All data are accessed on a "need to know" basis.** For example, database management tools would be available only to those granted permission by the County to perform system administrative functions. Upon secure login, the system's navigational Menu Bar and all features for which the user is authorized become available including our Home Page call detail graphs and charting.
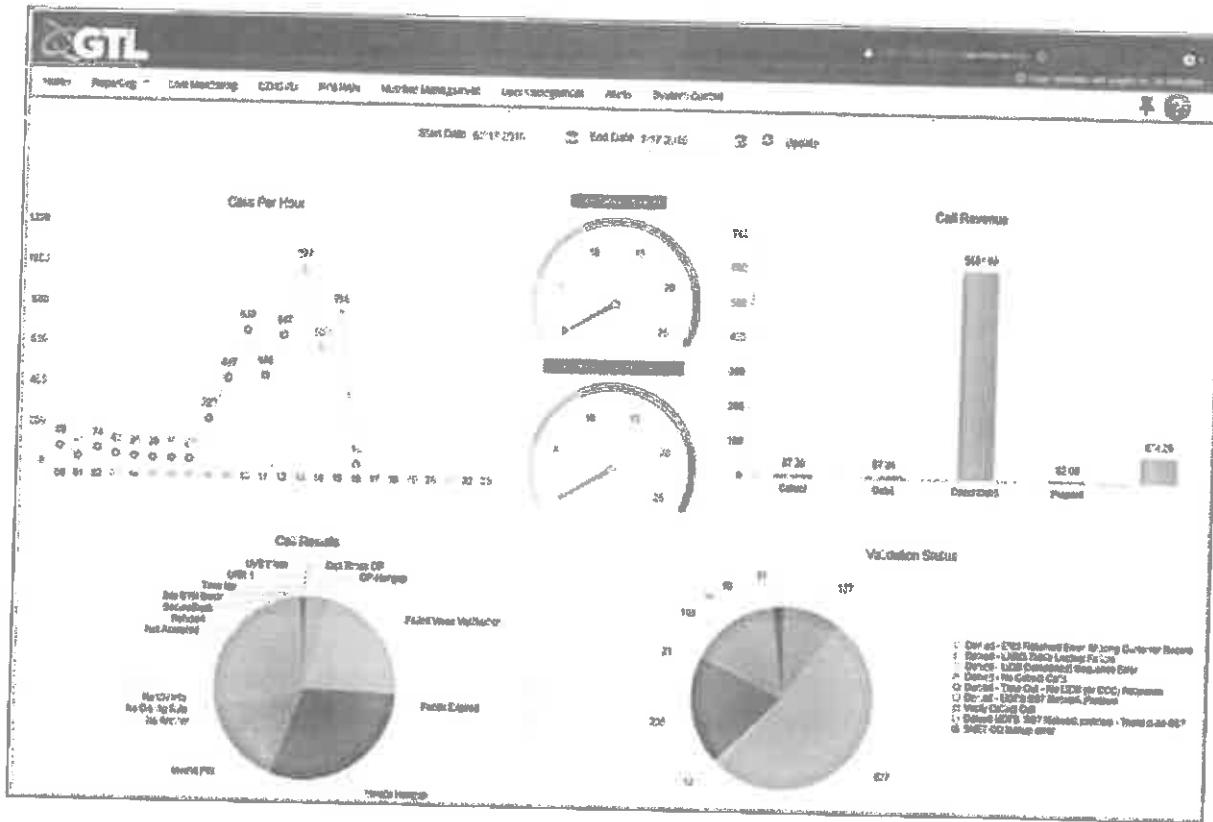
Password Security Access

GTL's ITS currently utilizes password-protected security levels ensuring that users can only access information for which each has been authorized per Shelby County policies. Shelby County personnel as well as GTL employees are subject to security level assignment. All data are accessed on a "need to know" basis. Users who do not need to have access to sensitive data will be prevented from accessing it.

In order to access the system's user interface, a person will continue to login with their valid user-name and password. Each user's password is linked to an assigned Role with gives that person permission to access certain functions and not others.

User Management   The User Management button on the GTL ITS dashboard provides access to user management tools.

The ITS User Management screen will continue to provide options for authorized personnel to Add New Users to the system, define New Roles (sets of access permissions), edit previously defined Roles, or edit the Role of a selected user.

A Role might grant permission to access only one feature or multiple features.

User Management

Users

Last Name	First Name	Username	Email	Active
FEDELIS	JAL014	JEFF.HOWELL@GTL.NET	True	
ACC	HAROLD	JAL500	JEFF.HOWELL@GTL.NET	True
Adams	Bonnie	b.adams	badams@co.lubbo	
pcs	pcs_cps	diwsupport@gtl.net		
RANCE	JALACD	JEFF.HOWELL@GTL.NET		
Alexander	Megan	m.alexander	malexander@co.lubbock.tx.us	True
ALEXANDER	AUSTIN	JALACK	JEFF.HOWELL@GTL.NET	True
ALLEN	PEGGY	JAL499	JEFF.HOWELL@GTL.NET	True
ALLEY	KENNETH	JALAKS	JEFF.HOWELL@GTL.NET	True
ALLEY	RICKY	JALAVH	JEFF.HOWELL@GTL.NET	True

Add New User

User Set Up, Roles and Restrictions

Edit User Roles and Restrictions

1 2 3 4 5 6 7 8 9 10 ... Page size: 10 ▾   828 items in 83 pages

Roles

Users
Roles
Restrictions
Messages

Name
Administrator
BURN CALLS (RESTRICTED)
DEA
FBI
Finance
Gang Intelligence
Investigator

Only those with administrator-level access are able to create and assign roles. The administrator may create a role to be assigned to multiple users who are expected to perform the same ITS functions. Alternately, a unique role can be defined and assigned to a single user.

The authorized administrator is able to configure new and existing user roles and the specific modules and permissions for each module.

User Activity Audits

The ITS keeps a complete and verifiable audit trail of actions performed by each user, allowing authorized Shelby County personnel to run reports on this information. These reports can help ITS users keep track of their own activity (for instance, to check what calls they have downloaded) and allow administrators to track their staff's use of the ITS. The complete and verifiable records of actions performed also give the facility an ironclad rebuttal to potential inmate or lawyer complaints that someone has not allowed inmates their calls or has improperly interfered with their calling privileges.

Common Administrative Tasks

Authorized Shelby County personnel can manage PINs, PANs, review call detail activity, manage alerts, etc.

14.6.23 Call Detail Records
The inmate telephone system must generate a detailed call record for every inmate call attempt. All call detail records must be collected and stored in real-time at a central, secure location with redundancy. All call detail records shall be stored on-line, available at the system workstation for the entire duration of the contract.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

GTL's Inmate Telephone System is configured to archive call detail records for every inmate call (both attempted and rejected); storing them online for immediate access by Shelby County personnel for the entire duration of the Contract.

GTL's ITS operates automatically in a dynamic, real-time environment. As inmate calls are placed and completed, call records are created, time stamped, and saved in real-time to GTL's Primary Data Center in Texas. An exact copy of each call detail record is immediately sent to GTL's Data Center in Alabama for archiving and bill processing. These initial events create two (2) identical copies of each call record.

Call records at each GTL Data Center are backed up periodically to separate storage locations within each center, making a total of four (4) identical copies of each and every call detail record. All our data centers are lightning and surge-protected and have UPS and back-up power generators.

14.6.24 Call Detail Reports

Call Detail Reports should be available to the County on a real time basis via the on-site PC workstation. The system must be capable of allowing the user to specify limiting parameters for call searches, such as a search for all calls during a specified time period, calls placed by a specific inmate, calls to a specific destination number, etc.

- Each Call Detail Report must provide at a minimum for each record returned the station, destination, facility name, PIN, date, time, length, cost, acceptance or rejection code, and reason for incomplete calls.
- Each Call Detail Report must provide the option to sort in ascending or descending order by the station, destination, facility name, PIN, date, time, length, cost, acceptance or rejection code, and reason for incomplete calls.
- Each Call Detail Report must provide a summary of the total cost and total minutes for all calls in the report.
- Within the Call Detail Report, the PIN number must provide the inmates name if listed in the PIN database.
- Within the Call Detail Report, the PIN number must provide a direct link to edit PIN settings for a specific inmate without leaving the current reporting screen.
- Within the Call Detail Report, attempted three-way calls must be flagged for visual identification.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

Call Detail Report Parameters

The table below describes the standard search parameters that can be specified individually or in combination to generate call detail reports.

Call Detail Record Report Parameters	
Start and End Date	Defaults to the current date. To generate a report for any time frame other than the current day, click the Calendar icon beside Start or End Date to open the calendar and select a new date. Before selecting a day of the month, check that the correct month and year for the report have been selected.
Start and End Time	If these fields are left blank, then data for the entire day will be included in the report. To narrow the search to a specific time frame, enter a **Start Time** and **End Time** with a colon between the hour and the minute. The time must be entered in international format. For example, 7 a.m. is 7:00, and 7 p.m. is 19:00.
Inmate Phone	If no phone is selected, all phones will be included. Select the phone to view an individual phone.
Phone Group	Phones are grouped into categories set during installation in compliance with each facility's request. Select from the list of phone groups to search for records of calls made from a particular location or Pod in the facility.
First and Last Name	You can type part of a name or the full name. For example, type Geo in the **First Name** field, and all calls made by any inmate whose name starts with Geo will appear. This field is not case sensitive.
Bill-To Number (BTN)	Search for calls made to a specific number, or search all calls made by entering only part of the number. For example, enter 817741 to find all calls to the 741 prefix in area code 817. Do not type a space, dash, hyphen, or any character that is not a number in this field.
Contains	A Contains checkbox has been added beside the BTN, PIN, First Name, and Last Name, and Alias fields. When checked, the Contains option allows users to enter **partial search values** (e.g. part of a name or number) in these fields to return all records containing the partial search string.
PIN	To search only for calls made by a particular PIN or inmate ID for those facilities using PINs, or by a particular calling card number for facilities using cards, type that number in this field.
PINs - Active Only	To search only for records of calls made active PINs in the facility, click on the PINs - Active Only located at the bottom left-hand corner of the screen. A green checkmark will appear.
Minimum & Maximum Duration	If no entry is made in these fields the search will bring up calls of any length. To search only for calls of certain duration, type a time in seconds in either or both of these fields. A Minimum Call Duration of 3 minutes must be entered as 180. A Maximum Call Duration of 10 minutes must be entered as 600.
Completion Status	Users may search call records based on the Completion Status of the call. Select **All**, **Complete**, or **Incomplete** from the drop-down list. To change the default setting so that your preferred choice comes up when you open this page, click System Control and select Default Settings from the menu. Select your

Call Detail Record Report Parameters	
	preferred choice and save. You will need to log out and log in again for the change to take effect.
Call Type	View all call types permitted at your facility, which typically include Collect, Debit, Prepaid, and Free. Call types may vary depending on the facility. If none of the options is selected, the search will include all types of calls. To narrow the search by Call Type simply click on the type of calls you want to search.
Call Band	In this field you will see these Call Bands. Local, Intralata, Interlata, Interstate, or International. If none of the options is selected, the search will include all Call Bands.
Stop Reasons	In this field you will see a list of every way in which a call can be terminated. To search for calls terminated in a specific way, select any Stop Reason.
Return HOT status calls only	To search only for calls which have been marked as HOT, check this box. Calls are considered HOT if the inmate PIN or the BTN has had an alert placed on it by an ICM User.
Return PRIVATE status records only	To only search records of calls to numbers that have been marked as PRIVATE, check this box. Calls to numbers marked as PRIVATE are not recorded.
List Pin with inmate name	Click the List PIN with Inmate Name checkbox to see the name of the inmate who made each call listed with the search results on the Call Detail Results screen (for facilities that use PINs or Inmate IDs).
Return ENERGY status records only	Select this checkbox to search calls flagged as potential three-way calls.
Return Calls for all Sites	Select here to run report for all your correctional agency's facilities, not just the site whose ID you entered on the Log-in page. (Appears for multi-facility accounts only)
Alerts (button in upper right-hand corner of the screen)	Click the **Alerts** button to view a list of all alerts that have been set on any PIN or BTN and the contact number and email to which notification is to be sent for each alert.

Call Detail Reporting

The Call Detail Report shows a detailed record for every call

The Call Detail Report shows total calls, total time, and total charges for all calls in the report

14.6.25 Ad Hoc Reports

The inmate telephone system must provide ad hoc reporting capabilities that allow authorized staff to build customer reports using advanced tools for selecting, sorting, and combining call data that may reveal trends and correlations that might otherwise not be apparent in standard call detail reports.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

Call detail and summary information is currently provided in reports generated by authorized Shelby County users from original call data accessed directly from GTL's Inmate Telephone System. Detailed information that is currently available to Shelby County at any workstation or from authorized remote computers includes: date and time of calls, telephone numbers, usage revenue per call, and total number of messages, minutes, and revenue.

Authorized Shelby County users will continue to access the facility's original call data on-line through on-site workstations or authorized remote computers. The system's password protected interface program will continue to allow approved Shelby County staff to request and generate reports detailing total gross revenue for the specified billing period. Search criteria presently used by Shelby County includes: inmate telephone, call type, inmate PIN, destination number, as well as other criteria combinations.

For on-site auditing and revenue verification, Shelby County's standard call detail reports include a total cost and duration summary for all records in the report, as well as the duration (length) and cost of individual calls. Reports may be generated for any time period and may be sorted in ascending or descending order by any of the nine major column headings on the report.

We understand that Shelby County needs a system with flexible reporting capabilities in order to continue to track, manage, and audit all activities related to inmate telecommunications through our calling platform. To meet this need, the current GTL Inmate Telephone System's reporting capabilities are both flexible and extensive.

GTL ITS reporting tools: *Graphs*, *Call Detail Reporting*, and *Advanced Reports*, each allow customization through user-selected or user-specified criteria. The system's unique **Report Builder** is specifically designed for Shelby County to generate custom and ad hoc reports using more advanced tools for selecting, sorting, and combining data. With enhanced query options and other advanced data mining tools, reports from Report Builder can reveal **call trends and correlations** that might otherwise go unnoticed in standard reports.

Report Builder may be used to build simple or complex ad hoc reports. A complex report might be the result of a multi-BTN (destination number) query that is cross referenced against a single or multi-inmate PIN query. Report Builder's **BTN List Editor** and **PIN List Editor** allow you to create and save special lists that can then be selected as the BTN and/or PIN Query Options.

For example, all incarcerated members of a particular gang might compose a special PIN List and phone numbers for all facility employees might compose a special BTN list. The **Query Options** for a customized report could include either or both of these special lists. Including both would allow you to immediately see any and all calls made to employees by members of the designated gang.

Following the selection or designation of **Query Options**, a click of the Search button on the Report Builder screen will return a Search Results screen with additional tools for grouping and sorting the initially retrieved data.

Group Data by Significant Parameters: On the Search Results screen shown below, you many drag any column heading to the "group by column" field to sort the results of the original search into blocks of data most meaningful for the study.

Report Builder's Initial Search Results Screen

Apply Additional Filters: An initial report can be refined by selectively applying additional filters to one or more fields of data. Clicking the dropdown Icon ∇ that is visible beneath any column heading gives you access to other filters that apply to the data in that column.

Data Query Flexibility: Report Builder's extremely flexible query parameters allow you to select specific facilities (when multiple facilities exist in the network) and select any or all phones or phone groups from each facility; any or all call types, stop codes et cetera when creating custom reports.

This flexibility allows you, for instance, to select only the booking phones at each facility so that you can run a report on calls made from every booking area in your jurisdiction. Or you could also select a PIN list for a particular gang and see what number each gang member dialed from booking over the last year. Saving that list of numbers as its own BTN list and then run another report on calls made by anyone from any facility to any of those same numbers could then lead you to other gang members in your facilities that had not previously been identified.

14.6.26 Security Threat Groups

The system's reporting capability must have a built-in security threat correlating function. It must allow the definition and selection as search criteria one or more special lists of inmates (e.g. all inmates belonging to a particular gang) and one or more special lists of telephone numbers (e.g. facility employee numbers), such that all calls by inmates in a given list are automatically correlated with the specified list of numbers.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

Call Detail Report for Security Threat Group

Select the Security Threat Groups of interest using the drop down from the **Security Threat Group** field on the Call Detail Report query page.

In order to view STG report, ensure that "STG" is one of the columns selected for Call Detail Report display. CDRs matching the selected STGs will be displayed with the name of the STG displayed.

14.6.27 Other Administrative and Investigative Reports

In addition to call detail reports, the inmate telephone system must provide a variety of other administrative and investigative reports at the PC workstation. When appropriate, the user must be able to limit the search to call records that meet specified criteria. Describe the report capabilities of the proposed system and discuss the system's ability to provide the special types of reports listed below. For specified time periods, the desired reports should include, but not be limited to:

- Call frequency reports by origination number, destination number, PIN, and trunk line ID.
- Report of all numbers called by more than one inmate.
- PIN report showing when and by whom the accounts were created and/or modified.
- Hot PIN report that identifies PINs of special interest and their assigned Alert Groups.
- Hot number report that shows all calls/attempts to numbers of special interest.
- Call recording playback history report (showing when and who listened to a recording).
- Debit account information and transaction reports (if applicable).
- System activity and user log reports that include among others, a report of users who have downloaded and copied calls to CD or other portable medium.
- Call statistic report providing a numerical count of total completed

(accepted) calls and total incomplete calls with separate counts for calls that did not complete because they were blocked, refused, not answered, or not completed due to a busy signal.

| Proposer Response Y/N:	Y

Proposer Comment:

GTL has read, understands, and complies.

Shelby County investigators will current to recognize and appreciate our ITS superior investigative capabilities. Our investigative tools were designed and integrated as a result of input from active investigators. The ITS investigative tools include but are not limited to:

- Call Detail Reporting
- Report Builder – Advanced Investigative Call Reporting

Call Detail Reporting
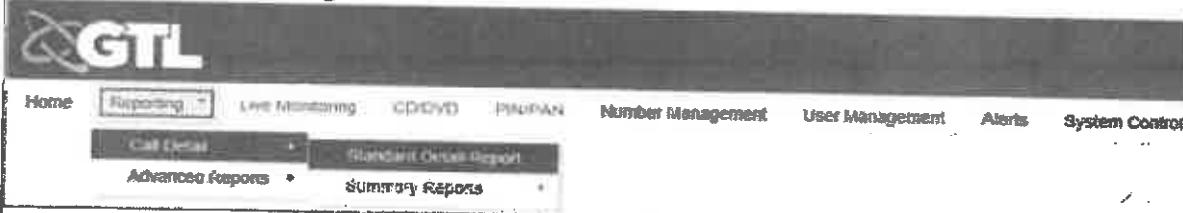
The system's Call Detail Reporting function can generate more than 1,600 different call detail reports based on parameters defined by the investigator. The **Call Detail Reporting** button on system's dashboard opens the Call Detail Reporting screen where the investigator, among other actions, can:

- Define call search parameters and generate reports
- Trace the origin and destination of every inmate call or call attempt
- View every call's history detail (date and time, duration, cost, destination, if applicable reason for block, reason for disconnect, et cetera).
- Report the frequency of inmate calls by PIN or destination number
- Immediately access the name and address of an inmate-called number
- Immediately access details of an inmate's call privileges or other information in the inmate's PIN file.
- Listen to recorded conversations
- Copy calls to portable media (CD, DVD, USB device)
- Add notes to call detail records and/or recordings

- List and review details of calls for all numbers called by more than one inmate
- List and review details of all calls during which a 3-way connection attempt was detected

- List and review details of all calls made by a particular inmate
- List and review details of all calls made to a particular destination number
- List and review details of all calls made from a particular inmate telephone
- And so forth; meaning the investigator can list and review details of calls by one or any combination of the call selection criteria.

Report Builder - Build Custom Investigative Reports

Inmate Calling Manager's Report Builder allows investigators to build custom reports incorporating call detail information with more advanced tools for selecting, sorting, and combining data. With enhanced query options and other advanced data mining tools, the ITS Report Builder can reveal call trends and correlations that might otherwise go unnoticed.

Report Builder can be used to build simple or complex custom reports. A complex report might be the result of a multi-BTN (destination number) query that is cross referenced against a single or multi-inmate PIN query or other combination of queries.

Report Builder's **BTN List Editor** and **PIN List Editor** allow you to create and save special lists that can then be selected as the BTN and/or PIN Query Options reports.

Report Builder

For example, all incarcerated members of a particular gang might compose a special PIN List and phone numbers for all facility employees might compose a special BTN list. The **Query Options** for a customized report could include either or both of these special lists. Including both would allow you to immediately see any and all calls made to employees by members of the designated gang.

Following the selection or designation of **Query Options**, a click of the Search button on the Report Builder screen will return a Search Results screen with additional tools for grouping and sorting the initially retrieved data.

Group Data by Significant Parameters: On the Search Results screen below you many drag any column heading to the "group by column" field to sort the results of the original search into blocks of data that are the most meaningful for the study.

Apply Additional Filters: Clicking the dropdown icon ▽ that is visible beneath any column heading will let you apply additional filters to the data in that column, thus refining the search.

Data Query Flexibility: Report Builder's extremely flexible query parameters allow you to select specific facilities (when multiple facilities exist in the network) and select any or all phones or phone groups from each facility; any or all call types, stop codes et cetera when creating custom reports.

This flexibility allows you, for instance, to select only the booking phones at each facility so that you can run a report on calls made from every booking area in your jurisdiction. Or you could also select a PIN list for a particular gang and see what number each gang member dialed from booking over the last year. Saving that list of numbers as its own BTN list and then run another report on calls made by anyone from any facility to any of those same numbers could then lead you to other gang members in your facilities that had not previously been identified.

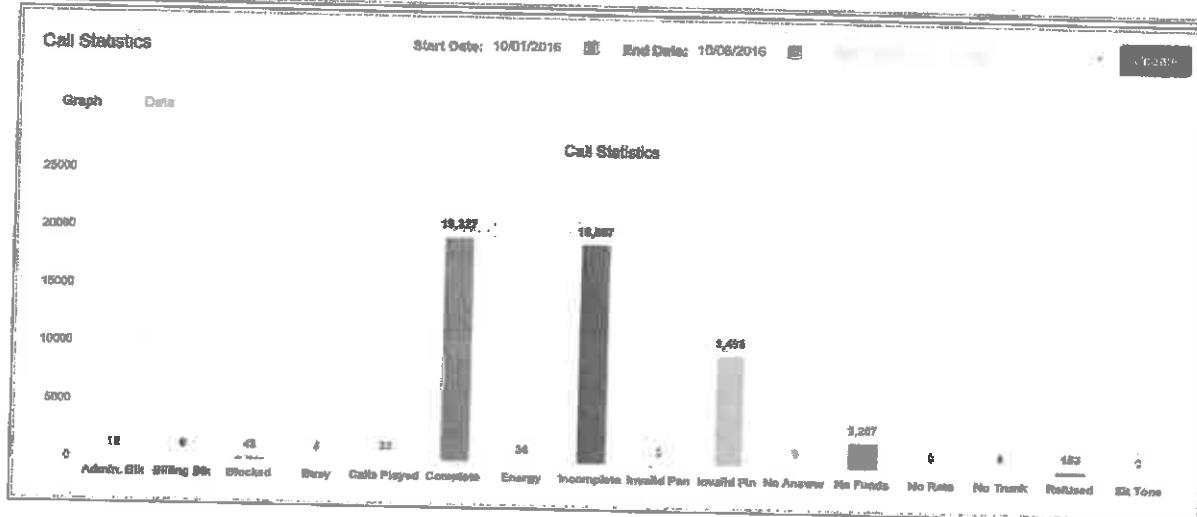## 14.6.28 Call Traffic Analysis Graphs
The system shall have the capability to display in graphical format call statistics for the current day, month, or other designated time periods. The purpose of graphs

is to provide the County a quick way to verify that calls are being made and to determine the overall call traffic patterns and revenue. For example, for the day (or month or other designated time period) the County would like to see at a glance the fraction of attempted calls that are completed; and the fraction of call revenue that is generated by collect calls compared to inmate debit or call party prepaid. Graphs must be automatically or otherwise easily generated and displayed.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

Call Statistics

GTL's ITS provides statistical information in reports and graphical formats.

GTL's ITS provides a **Call Statistics Report** that shows the total number of calls or call attempts made and blocked during the selected date range; indicating the nature (reason) for the blocks (e.g. Admin Block, Billing Block, Invalid PIN, et cetera). Call Statistics Reports are able to be shown as raw data or in graph format.

SAMPLE: Following are samples of the Call Statistics reports.

Call Statistics

Graph   Data

TYPE	TOTAL
Admin. Blk	12
Billing Blk	
Blocked	46
Busy	
Calls Played	22
Complete	19327
Energy	30
Incomplete	16597
Invalid Pan	
Invalid Pin	(494)

2   Page size: 10

16 items in 2 pages

Call Statistics

Start Date: 10/01/2016   End Date: 10/06/2016

Graph   Data

Call Statistics

14.6.29 Call Security and Call Blocking

The system shall provide complete call security and call blocking at the unit location. It shall also have a programmable reestablishment mode for restrictions placed on the inmate's use of the phone system. All call security and blocking settings must take place in real-time with no delay in system changes.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

The GTL ITS call-blocking feature is available to authorized users in the system's Number Management database and within an inmate's PAN list. A new number can be added (or an existing number found) and blocked within a matter of seconds.

GTL The authorized person who blocks a number can enter the reason for the block in the number's Description field. The procedure for entering and blocking a new number is illustrated below.

Shelby County can easily remove the block from a number by finding it in the Numbers database and clicking to un-check the number's Blocked attribute.
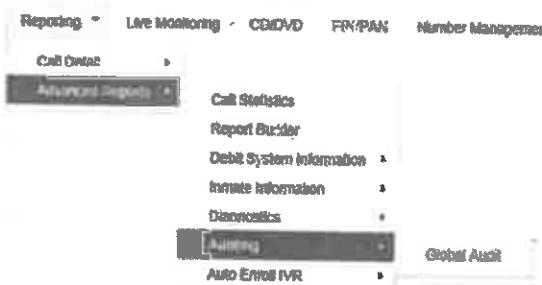
Any time a user blocks or unblocks a number, the system automatically records the event in the system's activity log, capturing: the user's Login ID and name, the date and time, the network address of the computer used, the action (blocked BTN or unblocked BTN), and the telephone number that was blocked or unblocked. In the *Advanced Reports* module, authorized Shelby County personnel may generate a report of all users who have blocked/unblocked numbers, or by a specific user.

Global Audit

14.6.30 Restricted Incoming Calls
The system shall restrict incoming calls, allowing outgoing calls only.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

The GTL Inmate Telephone System permits outgoing calls only. GTL employs several methods to ensure there will be no incoming calls to inmate telephones.

- GTL uses IPVPN circuits to connect each facility to the data center, eliminating the need for POTS (plain ordinary telephone service) lines connected to our system. It is not possible to make an inbound call to our system through an IPVPN circuit.

- Trunks in the ITS are engineered for one-way outbound calling only.

- The inmate telephones have no ringer or other means of signaling an incoming call.

- The Caller ID number displayed for outgoing calls is the GTL toll-free Customer Service number. The actual phone number for the circuit is never displayed; therefore, end users will never have knowledge of a phone number to call an inmate at a facility even if the system allowed it.

14.6.31 Call Restriction Capabilities

The system shall have the capability to restrict area code, exchange, single number or range of numbers. The system shall disallow 800/900/information/operator call options. Prefixes such as 900, 950, 800, 888. 700. 976, 411, and 911 shall be automatically blocked. Calls to the operator through 0, 00, 10xxx, 95Oxxx, etc. shall be disallowed.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

The GTL ITS has unlimited telephone number blocking capability. There is no charge for unanswered or non-accepted calls. The GTL ITS will allow completion of a call to only one dialed number per individual attempt. Any attempt to dial a second number will be blocked. The inmate must hang up (terminating the first call), reenter his or her PIN and redial in order to place another call, which eliminates the potential for chain dialing.

Block Individual Numbers: Shelby County may block an unlimited number of destination telephone numbers using the system's Number Management options. Any number can be blocked by adding the 10-digit number to the system's Number database and checking the **Blocked** attribute.

Block Range of Numbers: The system's **Wildcard** attribute is used to restrict a range of numbers by area code or area code plus 3-digit exchange. Entering only an area code, or an area code plus 3-digit exchange, then checking the Blocked and Wildcard attributes, will block inmate calls to all numbers beginning with the designated area code, or the designated area code and exchange.

Unlimited Number Blocking

By default, the system is preprogrammed to block inmate calls to:

- Emergency 911
- Numbers which incur excess charges, such as 900, 972, 976, 550, et cetera
- Numbers for long distance carriers, such as 10333, 10285, or future 101- XXXX carrier access numbers
- Local numbers which access long distance carriers (e.g. 950-XXXX, etc.)
- Directory Assistance numbers (e.g. 411, 555-1212, et cetera)
- Toll Free Numbers (e.g. 800, 888.877, et cetera)

14.6.32 Name Recording Capability

The proposed Inmate Telephone System must have the capability to record the inmate's name either at the time they place their first (1st) call attempt or by the Proposer's provided administrative personnel. The Inmate's recorded name must be stored by the Inmate Telephone System and utilized on all future call attempts in the announcement to the called party. The system must allow for the maintenance of such recorded names.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

Inmates are asked to speak their name during call set-up for inclusion in the outbound message. By default, inmates are given two seconds (which is adjustable if Shelby County prefers) to state their names. If PINs are used at the facility, each inmate's name can be recorded once (usually on the first call attempt) and stored with the inmate's PIN on GTL's platform so the name will not need to be re-recorded for each call. Pre-recording names in this fashion prevents inmates from passing messages or making threats to called parties who choose not to accept an inmate's calls. Inmates can also be required to first record their name during the booking process for further security.

By default, the ITS system allows an inmate's recorded name to automatically "follow" him or her on transfer from one Shelby County facility to another. Alternately, the system can be configured to require a transferred inmate to repeat the name recording process on the first call attempt from the new facility.

Prerecorded inmate names are subject to replay and review by authorized Shelby County staff. If Shelby County is not satisfied with an inmate's current name recording, the status of the PIN can be re-set so that the inmate will be required to re-record a name upon the next call attempt.

14.6.33 Disallowance of Chain Dialing and Secondary Dial Tones

The system shall disallow chain dialing and secondary dial tones. The inmate must hang up before dialing a new number.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

The GTL Inmate Telephone System, as currently configured, will allow completion of a call to only one dialed number per individual attempt. Any attempt to dial a second number will be blocked. The inmate must hang up (terminating the first call), reenter his or her PIN and redial in order to place another call, which eliminates the potential for chain dialing.

If an inmate attempts to dial extra digits during a call, GTL's three-way call detection program will detect the DTMF tones and disallow that call attempt. Depending on Shelby County's preference, when extra digits are detected, the system can immediately terminate the call. A record of calls terminated for this reason can be viewed at any time simply by selecting DTMF Stop in the Stop Reasons window of the Call Detail Search page and running a report. GTL's call surveillance algorithms combine several strategies to detect fraudulent call attempts; including DTMF tones (Dual Tone Multi-Frequency) and extra dialed digits.

Stop Code

DTMF Detect Stop ▼

☐ Dialing Block
☑ DTMF Detect Stop
☐ Energy Detect Stop
☐ Failed to get outbound trunk
☐ Failed to get outbound trunk
☐ Failed Voice Verification
☐ Fund Transfer Error
☐ Funds Expired
☐ Harassing Call

However, the GTL's technician is able to set called party numbers (BTNs) in the ITS system to have the ability for extra digits to be dialed. These numbers are generally set for BTNs such as attorney's office, public defender's office, bail bonds, etc.

As the largest and most experienced Inmate Telephone System vendor in the industry, GTL has extensive experience in detection and prevention of inmate fraud and misuse of the inmate calling system. GTL utilizes a combination of tools and techniques to detect and prevent fraudulent activities. These tools and techniques are described below in two broad categories: ITS and Advanced Intelligence Tools.

The GTL ITS was designed with security and fraud prevention in mind. With more than 20 years of development, the system's security and fraud prevention features and functionality have been refined through customer input and experience. The table below details some of the standard security and fraud prevention features of the County's current ITS solution.

Feature Name	Description	Advantages
Custom site Name Announcement and Branding	Provides called party with location of detainee and company providing the calling service	Prevents inadvertent call acceptances. Provides the called party with company information that helps to recognize billing. Provides the called party with the facility name if needed to request a block or report harassing call attempts. Meets State and Federal regulatory requirements for branding.
Custom Call Rate Branding	Provides pre-acceptance branding of call rates.	Offers compliance with regulatory requirements.
LIDB Validation	LIDB Validation can be performed in one of two ways: full query for every call attempt or based on cached results from prior completed calls.	Provides protection against placement of calls to numbers with collect call restriction, cell phones, or pay phones. Complies with State and Federal regulations regarding prohibition of collect calls to called parties that have specifically requested blocking of this call type.
Positive Call Acceptance	Requires acceptance by the called party through the keypad of their touch-tone phone.	Ensures acceptance by the called party and virtually eliminates the risk of 'false' acceptance by answering machines, fax machines or automated attendant systems.
Workstation display of calls in progress	Provides live call activity detail viewing.	Excellent resource for troubleshooting or investigative purposes. Provides instant snapshot of system activity.
System identification of telephone location	Provides phone location identification for each call placed.	Excellent cross reference resource for use in system management, maintenance, and surveillance.
Block sound path during call setup	Prohibits communication between inmate and called party prior to call acceptance.	Gives the called party the opportunity to reject the call without being heard by the inmate. Eliminates opportunity for inmate to harass the called party during set-up. Eliminates opportunity for the inmate to pass messages during the call set-up period.
Prevent Extra Dialed Digits	Blocks keypad entries once the inmate has entered all necessary information for call placement.	Prevents inmate from attempting to bypass or circumnavigate system controls. Prevents inmates from using the keypad to access the called party's phone system when placed on hold.

Feature Name	Description	Advantages
Three-way Call Detection and tracking	Detects three-way call attempts and notates call detail record.	Allows for non-intrusive investigation / tracking of three-way calling activity.
Three-way call Detection Voice Overlay Warning	Detects three-way call attempts and initiates a voice overlay announcement.	Provides notice to third party that they are speaking to an inmate at a correctional facility. This is helpful in warning unknowing third parties so that they can report the activity and/or terminate the call.
Three-way Call Detection Disconnect	Detects three-way call attempts, plays an explanatory message, and disconnects call and notates call record.	Allows for immediate disconnection of potential three-way calling activity.
Switch Hook Flash Detection	Detects any attempt to obtain a 2nd dial tone by hook switch flash	Prevents chained dialing to undetected destinations.
Remote Call Forwarding Detection	Patent-pending feature during call validation checks the billing name and address of the billed party to determine if the ANI and address correspond to the geographic/phone # database.	Prevents calls to unauthorized destinations based on outside RCF assistance.
Random Voice Overlay	Provides random voice overlay telling all call parties that the call is originating from an inmate at a correctional facility.	Provides warning to unknowing call recipients – provides some protection against the potential negatives of three-way calling without using detection methods.

With our extensive experience and knowledge in prevention of undesirable inmate activities, GTL is able to combine the features of the GTL ITS with system administration controls to prevent or limit such activity.

14.6.34 100% Call Recording Feature
The system shall have 100% digital call recording as a feature; however, calls to attorneys **will not be recorded**. This feature will allow real time recording of individual calls, online storage of each recording for a minimum of one (1) year, and shall have the ability to off- load a specific call to a recording medium that retains a chain of evidence admissible in a court of law. The recording feature must be able to be deactivated on a per-number dialed and/or per PIN basis. The system must allow for the ability to mark individual recorded calls to prevent the deletion when the normal storage period is expired. Such protected calls shall be maintained until such protection is removed.

Proposer Response Y/N:	Y
Proposer Comment:	
GTL has read, understands, and complies. GTL **EXCEEDS** the requirement by offering online storage of all call recordings for three (3) years.	

14.6.35 TDD/TTY Services

The system must be capable of providing telephone service, as well as call restrictions, for hearing impaired inmates using a TDD/TTY device. The system must provide functionality that allows facility personnel to monitor and record-for-replay calls transmitted through a TDD/TTY device. The system must also have the capability to record the TTY call and convert it to text so that it can be stored and reviewed via the inmate telephone system user interface. Explain how the proposed system meets these requirements.

Proposer Response Y/N:	Y

GTL has read, understands, and complies.

The call detail record (CDR) for an inmate's TTY call contains the same details as a normal inmate call (e.g. destination number, date, time, duration, et cetera) plus a transcript of the typed-text. Chain of Evidence is ensured by our security encryption of all recorded data. Any deliberate or accidental modification of the recorded data would be detectible.

TDD/TTY Call Detail Records
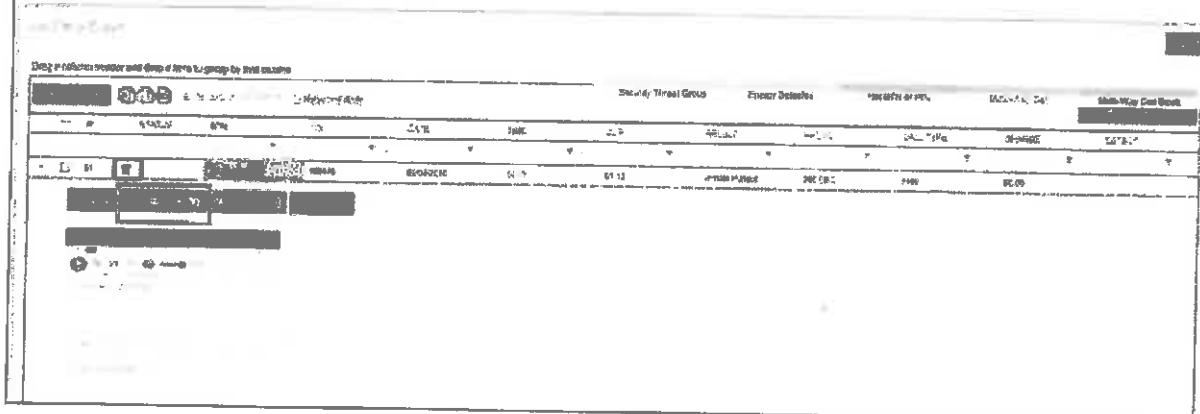
When the inmate picks up the telephone handset and places it in the cradle of the TDD/TTY unit, he or she is prompted to dial a digit to access TDD/TTY options; alternately, the TDD/TTY number can be placed on the inmate's Personal Allowed Number (PAN) list to prevent non-impaired inmates from accessing the TDD/TTY option. From this point on the TDD/TTY machine displays the call prompts on the digital screen. While the call is in progress the line is monitored for standard Baudot code (the communication standard for TDD/TTY). Call limit restrictions that apply to regular inmate calls also apply to TDD/TTY calls.

TDD/TTY Call Transcriber

The GTL ITS is configured to record the typed text (transmitted as Baudot ASCII or Turbo Code) and any voice portions of calls using Voice Carry Over (VCO) or Hearing Carry Over (HCO). These calls are recorded and playable just like calls from the standard inmate phones. The entire string of the Baudot code is recorded and the text portion of the TTY/TDD call recordings are automatically converted from Baudot ASCII or Turbo Code into a standard searchable, printable text format. When the call recording is opened, the text for the call is displayed in *Call Transcriber*. The system handles the translation from tone to text and provides transcripts of each TDD/TTY call without the need for further processing by Shelby County staff.

14.6.36 Attorney Numbers

Inmate calls to approved legal/attorney numbers shall be exempt from monitoring and recording. Describe in detail how the system will protect pre-approved attorney numbers from monitoring and recording. Individual attorney numbers must be configurable for predefined call durations as necessary.

Proposer Response Y/N:	Y

Proposer Comment:

GTL has read, understands, and complies.

Approved legal/attorney numbers are protected from recording and monitoring by designating them as *Private* in the system's Number database. BTNs are able to be set as **Private** for new numbers or existing numbers in the Number Management screen.

New BTN

Enter BTN

☐ Blocked   ☐ Hot   ☐ Free   Voicemail

Restricted Playback   ☐ GeoFence Override   Private

Number Management

BTN Search

Search Criteria   ⊕ Create New BTN

Reverse Lookup   Enter BTN

☐ Blocked   ☐ Private   Free   Hot
☐ BTN Limits   ☐ Restricted Playback   ☐ Secure Block   ☐ Voicemail
☐ GeoFence Override

Alert ANI   Notes

Search Results
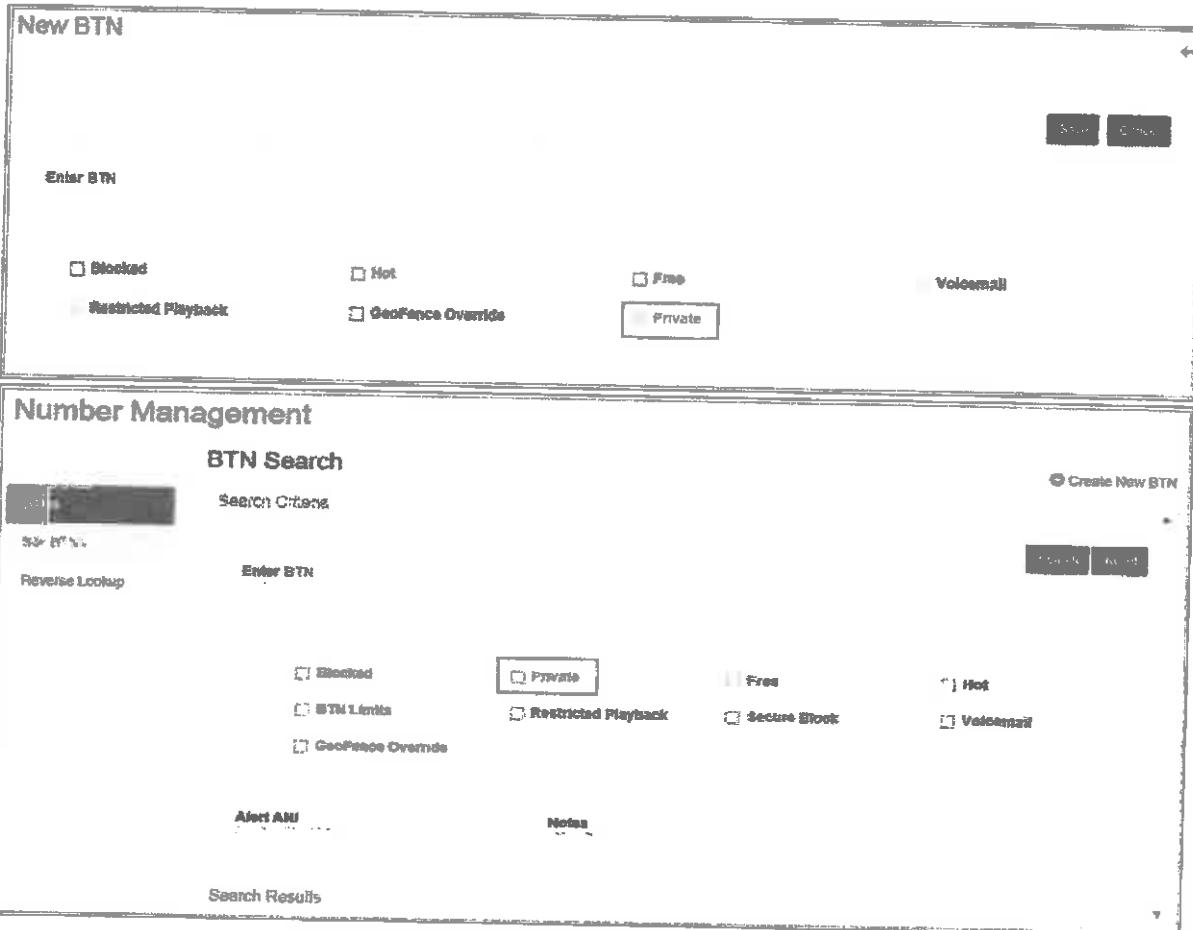
The system's private number report allows Shelby County to review and/or edit privileged numbers that have been added to the system.

14.6.37 Free Calls
The System shall have the capability to provide fee calls to preapproved local numbers.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

GTL's ITS allows inmates to place free calls to local numbers specified by Shelby County. Adding a number to the system's Number database and clicking to activate the Free Call attribute will ensure that the system applies no charges to inmate calls to that number.

Should it later be decided that calls to that number should not be free, an authorized user can go to the Number Management area, select the number, and click to un-check the number's Free Call attribute, after which the approved rate would apply.

Free Calls may also be set for specific inmate PINs and telephones.

When PINs are in use, outside numbers can be designated as free for a specific inmate by using the Personal Allowed Number (PAN) feature. Just enter the phone number into the inmate's PAN, and then check the "Free" box:

Shelby County also has the option to set specific inmate telephones to allow free calling to some or all local numbers on the System Control page of the ITS.

Phone Details

Phone Detail Report

Phone	Description	Dur	Recording	FL	FCD	CPIN	CPAN	DPIN	DPAN
101	101 1A-1	20 min	Recording	Off	0	6	Off	6	Off
102	102 1A-2	20 min	Recording	Off	0	6	Off	6	Off
103	103 1A-3	20 min	Recording	Off	0	6	Off	6	Off

14.6.38 Warning Statement

The system must provide a "warning statement" in both English and Spanish on each phone set that states "This call is subject to monitoring and/or recording". This statement must also be given as a message on the initiation of the phone call for both parties information. Such message and capability must be disabled on calls between inmates and their attorneys of record.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

The GTL ITS brands each call with the inmate caller's name and the name of the facility from which the call originates. The content of the branding message that will be heard by recipients of inmate calls will continue to reflect the County's preferences. By default, the branding portion of opening message to called parties is delivered in the inmate's or called party's preselected preferred language (e.g. English or Spanish). When required, the system can be configured to deliver the branding message in both English and Spanish. Except for calls to legal counsel, the branding message includes a disclosure that the call is subject to recording and monitoring.

Example Call Branding:

" *Hello, this is a collect call from [inmate name], an inmate at [Shelby County facility name]. This call is subject to recording and monitoring.* "

14.6.39 Capability to Interject Messages

If deemed necessary by County, the system shall have the capability to interject messages into an inmate's call at random intervals that remind the called party that the call is from an inmate at the correctional facility.

Proposer Response Y/N:	Y

> **Proposer Comment:**
>
> GTL has read, understands, and complies.
>
> The current ITS reminds the called party of the origin of the call at all times, which is especially important if the called party accepts the call in error. Any inappropriate calls can be easily reported to facility personnel. Typically, the message is programmed to repeat every five minutes, resulting in three announcements during a 15-minute call. GTL will continue work with the County to review these settings for maximum effectiveness and minimal call intrusion.

GTL

The same branding messages approved by the County for use in the system today will remain the same branding messages going forward unless Shelby County requests a change. Should a change be requested, GTL will accommodate this request for change expeditiously as it has always done.

14.6.40 Administrative Functions Password Protection

It is required that access to administrative functions and data be password protected within the system. Each proposal must detail the level of password protection that is provided with each proposed system.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

GTL's ITS utilizes password-protected security levels to ensure that users can only access information for which each has been authorized. Shelby County personnel as well as GTL employees are subject to security level assignment. All data are accessed on a "need to know" basis. Users who do not need to have access to sensitive data will be prevented from accessing it.

In order to access the system's user interface, a person must login with a valid user-name and password. Each user's password is linked to an assigned Role which gives that person permission to access certain functions and not others.

User Management

The User Management button on the GTL ITS dashboard provides access to user management tools.

The ITS User Management screen provides options for authorized personnel to Add New Users to the system, define New Roles (sets of access permissions), edit previously defined Roles, or edit the Role of a selected user.

A Role might grant permission to access only one feature or multiple features.

Roles

Users

Name
- Administrator
- BURN CALLS (RESTRICTED)
- DEA
- FBI
- Finance
- Gang Intelligence
- Investigator

Restrictions

Messages

Only those with administrator-level access are able to create and assign roles. The administrator may create a role to be assigned to multiple users who are expected to perform the same ITS functions. Alternately, a unique role can be defined and assigned to a single user.

The authorized administrator is able to configure new and existing user roles and the specific modules and permissions for each module.

User Management

Users

User Set Up, Roles and Restrictions

Edit User Roles and Restrictions

User Activity Audits

The ITS keeps a complete and verifiable audit trail of actions performed by each user, allowing authorized client personnel to run reports on this information. These reports can help ITS users keep track of their own activity (for instance, to check what calls they have downloaded) and allow administrators to track their staff's use of the ITS. The complete and verifiable records of actions performed also give the facility an ironclad rebuttal to potential inmate or lawyer complaints that someone has not allowed inmates their calls or has improperly interfered with their calling privileges.

14.6.41 Three-Way Calling Detection

The system must be able to detect, alert and mark (flag) three-way calling. Such detection of each three-way call attempt shall have the ability to mark (or flag) in the call detail record such call attempt as a fraudulent call attempt. The system shall monitor each line for events that appear to be a three-way call attempt from the called party.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

GTL's **Called Party IQ™** brings state-of-the-art investigation capabilities to the County for detection of inmate to inmate telephone calls via a centralized multi-way call detection technology. Because GTL services over 50% of the inmate population in the United States, any and all calls processed by that population would be required to validate through our Centralized Universal Call Validation Software. This validation step affords GTL's clients the ability to identify, in near _Real-Time_, any call that is already in progress to the same phone number or BTN being dialed by their resident/inmate. Should an event occur, the validation environment sends a token to the 1st Dialing Platform and to the 2nd Dialing Platform so that both Call Detail Records are flagged. Subscribers are able to view the name of the other agency from where the 2nd call was placed.

The system can be configured to do any of the following upon detection of call forwarding or three-way calling:

- Disconnect the call immediately.
- Disconnect the call after providing an explanatory message that a prohibited remote call forwarding/3-way call attempt have been detected (during which the parties cannot communicate).
- Play a message that a prohibited call forwarding/3-way call attempt has been detected.
- Allow the call to continue for future investigation purposes. The call will be alarmed on the Live Call Monitor and investigators can listen to the call.

GTL has a total of eight (8) U.S. patents directed to the detection of thee-way call attempts. We also have Patent 8,630726 for detecting attempted masking of three way calls by the calling/called parties as well as Patent 8,509,736 that utilizes voice recognition to determine if a new speaker enters the conversation.

GTL's patented (*US Patent 7,639,791*) proprietary process utilizes several system settings to detect 3-way calling. The process is active within the Federal Bureau of Prisons, several State Departments of Corrections, and numerous Shelby County facilities. The success rate of detection has been outstanding (> **95%**) in each of these existing customers.

GTL's call three-way call detection method is multi-layered and does not rely solely on audible clicks or other sounds but utilizes a variety of factors to detect 3-way call attempts. *Additionally, our system detects the special network messages that are generated when a cellular or VoIP phone is used to create a 3-way call.*

The system is constantly analyzing the audio stream looking for audio events with sufficient amplitude and duration to indicate that a three-way call may be occurring. When triggered, the three-way call analysis software breaks the audio stream into 10ms slices before and after the event for detailed analysis to determine if it is a three-way call.

Triggers include detection of a tone or "noise" (such as call progress tones) in the middle of a conversation with a specific degree of amplitude and duration that indicates that the tone is not part of the conversation.

GTL's SIP to SIP remote call forwarding system is **100% accurate** and for the most recent month 1,025,641 remote three-way calls were stopped without undue inmate or called party complaints.

This three-way call detection method does not listen for frequencies which can be problematic but rather audio events or aberrations of sufficient amplitude and duration that are not part of normal conversation.

The Inmate System can be configured to inform the call parties, by playing a message, that a prohibited 3-way call attempt has been detected prior to ending the call.

Efforts Underway Within the Industry

As telecommunications technology has evolved into digital operation, signal interruption has become extremely difficult to detect. GTL's recently filed patent application - **System and Method for Authenticating Called Parties of Individuals within a Controlled Environment** – in conjunction with our ITS technology ensures that both the inmate and the called party are correctly identified. These technologies help mitigate three-way calling and conferencing.

3-Way / Energy Detected Report

The number of attempts to place **third-party calls** that are detected and blocked by the system is included in the ITS CDR as **Energy Detected** calls. Among other indicators, three-way call attempts cause a spike in energy, which is detected by the system.

The report will list all calls within the selected time period in which 3-way/Energy was detected. These are also color coded in yellow shade.

SAMPLE: Following is an example of a **3-Way/Energy** report.

14.6.42 Audit Log Reporting
The system must have the ability to report user activity within the system. Such report shall list the user logged into the system at the time, the date, and activity. The system must allow authorized County staff options to generate audit reports for all users and for individual users and for all activities and specified activities.

Describe the system's user auditing capabilities.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

Global Audit

All System Access and User Activity

The GTL ITS keeps a complete and verifiable audit trail of actions performed by each user, allowing authorized client personnel to run reports on this information. These reports can help ITS users keep track of their own activity (for instance, to check what calls they have downloaded) and allow administrators to track their staff's use of the ITS. The complete and verifiable records of actions performed also give the facility an ironclad rebuttal to potential inmate or lawyer complaints that someone hasn't allowed inmates their calls or has improperly interfered with their calling privileges.

To report the activities of ITS Users, open the Reports menu, select **Advanced Reports** and click **Auditing>Global Audit** as shown below.
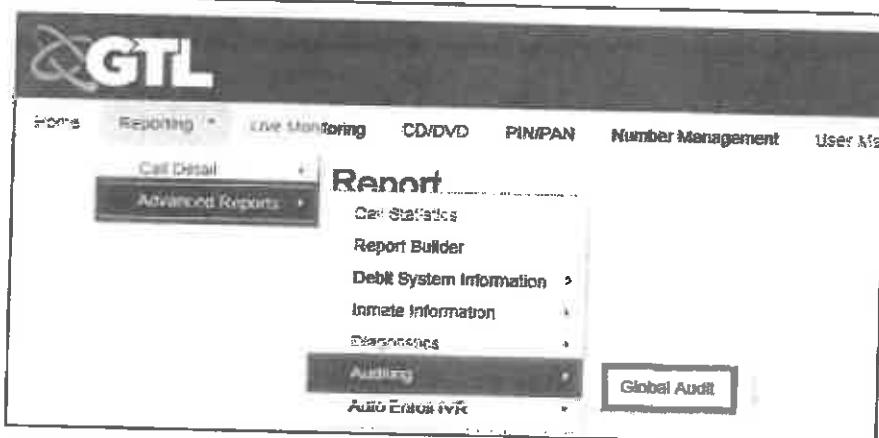
The system's **Global Audit** function is the most flexible and comprehensive; allowing an authorized person to generate a report of all, or any combination of, users and system activities for the specified time period. As illustrated below, the operator can enter any desired filtering criteria in order to quickly obtain the targeted information requested.

Global Audit

Start Date: 07/14/2016   End Date: 7/14/2016

Select all or a specific user(s) to audit.

All actions selected ▼   BTN   PIN

Limit audit to specific inmate (PIN) or phone number (BTN)

☑ UNBLOCKED BTN
☑ ADDED USER
☑ EDITED USER

Select all or specific action(s) to audit.

☑ DELETED ROLE
☑ ADDED NEW PIN
☑ EDITED PIN
☑ RETIRED PIN
☑ ADDED NEW PAN
☑ DELETED PAN
☑ MODIFIED FUNDS
☑ PRINTED PIN DETAIL
☑ EDITED PAN

User Account	Action Descr	Issued		Timestamp	IP Address
g0support	Added User	0		7/14/2016 1:36:40 PM	10.3.3.189
jwolfe	Added User	0		7/14/2016 1:43:02 PM	10.3.3.189
jwolfe	Added User	0		7/14/2016 2:16:16 PM	10.3.3.189

SAMPLE: Following is an example of the output of an **All Actions** user audit.

User Account	Action Descr	Amt	BTN	PIN	Timestamp	IP Address
g0support	Edited Role				7/7/2016 12:10:35 AM	10.3.3.189
g0support	Edited Role				7/7/2016 12:16:02 AM	10.3.3.189
g0support	Edited Role				7/7/2016 12:19:16 AM	10.3.3.189
g0support	Edited Role	11			7/7/2016 2:49:48 PM	208.12.177.162
g0support	Edited Role				7/7/2016 2:59:32 PM	208.12.177.162
g0support	Added Role	10			7/1/2016 5:36:12 PM	68.1.30.248
g0support	Edited Role				7/12/2015 10:40:37 AM	12.10.77.60
administrator	Edited Role				7/12/2016 11:34:12 AM	161.554.132.74
g0support	Added User	3			7/14/2016 1:12:48 PM	10.3.3.189
jwolfe	Added User	5			7/14/2016 1:43:32 PM	10.3.3.189

14.6.43 Remote System Access

The system must allow properly authorized County administrators and investigators to remotely access the inmate telephone system's user interface and centrally stored data using personal desktop or laptop computers that have not been provided by the Proposer. Explain how remote access is accomplished.
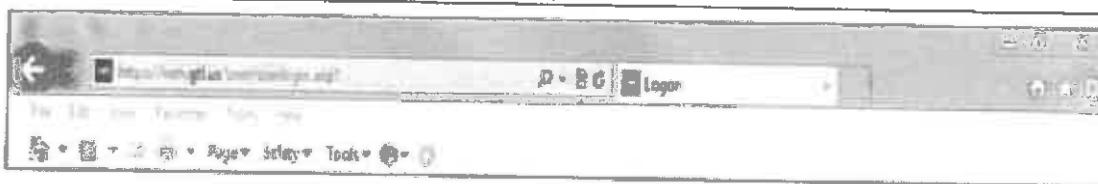
Proposer Response Y/N:	Y

GTL's hosted Inmate Telephone System (ITS) solution has a Web-based interface that is accessible to authorized individuals via connection to GTL's private ITS Website.

The GTL Inmate Telephone System provides *Anywhere Anytime Access* to its powerful, technologically advanced features. Properly authorized users may access the system from an on-site system workstation, on-site Shelby County PCs, or any off-site PC (desktop or laptop). Compatible smart phones and tablets with Internet connection can also access certain ITS features.

After connecting to the private ITS Website, the user must log into Shelby County system with a valid user-name and password. **Each user's password is linked to an assigned Role defined by Shelby County** which dictates exactly which features and functionality will be available to that person after log-in.

All system users are subject to security level assignment. **All data are accessed on a "need to know" basis.** For example, the ITS database management tools would be available only to those granted permission by Shelby County to perform system administrative functions.

Remote access to the system is through a Secure Sockets Layer (SSL) exchange, the same security system that is successfully used by many major financial institutions to obtain confidential user information, such as credit card numbers, over the web without compromising security.

Any PC that is capable of running Microsoft Internet Explorer 6.0 or greater and that has a connection of sufficient bandwidth may conveniently use all of the system features, including among many others: **live monitoring and playback of call recordings.**

The GTL ITS solution integrates easily with existing work habits and procedures and saves considerable time by allowing authorized: **investigators** access to call records, recordings, and investigative tools; **accounting department personnel** access to call-completion and billing data; and **facility staff** to set and adjust inmate calling parameters—all at any time and from any station or workplace most convenient for each user.

14.6.44 Inmate Crime Tip Line

The system must provide a no-charge, speed-dial number that connects to a recorded message system that can be used by inmates to anonymously report criminal activity within the facility or to provide information related to criminal investigations.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

Inmate calls to the facility's crime tip/hot lines will continue to be provided as a speed dial, no-charge number for inmates to anonymously report criminal activity. All calls to this number will be recorded and stored. In the Call Detail Reporting section of the GTL ITS, properly authorized investigators select "Inmate MSG" in the Call Type field and enter the number associated with the crime tip line or complaint line for which messages are to be reviewed. Alternately, inmate messages are accessible through the system's Advanced Reports. Recorded messages will show up as normal calls for review, playback, and burning to portable media (CD, DVD, USB device). Whether accessed through Call Detail Reporting or Advanced Reports, the system's **Inmate Messaging Report** allows authorized users to retrieve and listen to messages left by inmates.

14.6.45 Access to Recorded Calls

Access and playback of recorded calls shall not require a manual media change. County desires that inmate call recordings be maintained on-line for a minimum of one (1) year and readily available for identification, selection and playback. The search for and ability to playback recorded calls shall be performed on either an inmate telephone system Workstation at the main facility, or may be accomplished by searching and retrieving recorded calls from other facilities covered under the scope of this RFP. Remote access to call recordings for authorized users working from offsite PCs must also be provided.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

Playback of recorded calls does not require a manual media change. In keeping with Shelby County's desire, inmate call recordings will be stored on-line access for the **entire term of the contract**. The GTL ITS provides integrated capabilities to monitor, record, store and retrieve non-legal inmate phone conversations on a real-time basis. Authorized Shelby County personnel can quickly and efficiently find specific calls by inmate name, PIN, called number, inmate phone used, and a variety of other user-specified search criteria.
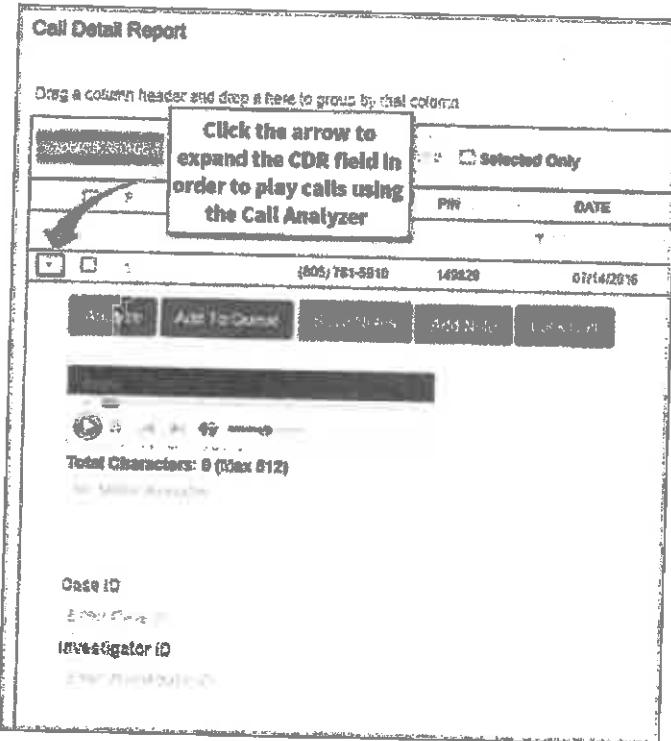
Call Playback is accessed by clicking the play button on the player screen.

- Call Playback is the routinely-used listening option.

-Audio playback begins immediately while the recording is streaming.

-Investigators may add a case number, investigator ID, mark significant points, and add or read attached notes while listening to the playback.

14.6.46 Recording Playback Features

The system must provide two options for recording replay: 1) Begin the replay immediately while the audio file is streaming, and 2) Allow the recording to be fully downloaded to the computer's hard drive before the investigator begins the replay. With these replay options, ability to separate the audio for the inmate and called party; allow slowing-down the playback to better understand unclear passages; pause and fast forward as needed; remove silence from the recording; mark significant points within a recording; add text notes that will remain with the recording when it is copied to a CD or other portable medium, and provide the ability to replay a selected segment of a call, once or many times, without having to replay the entire recording.

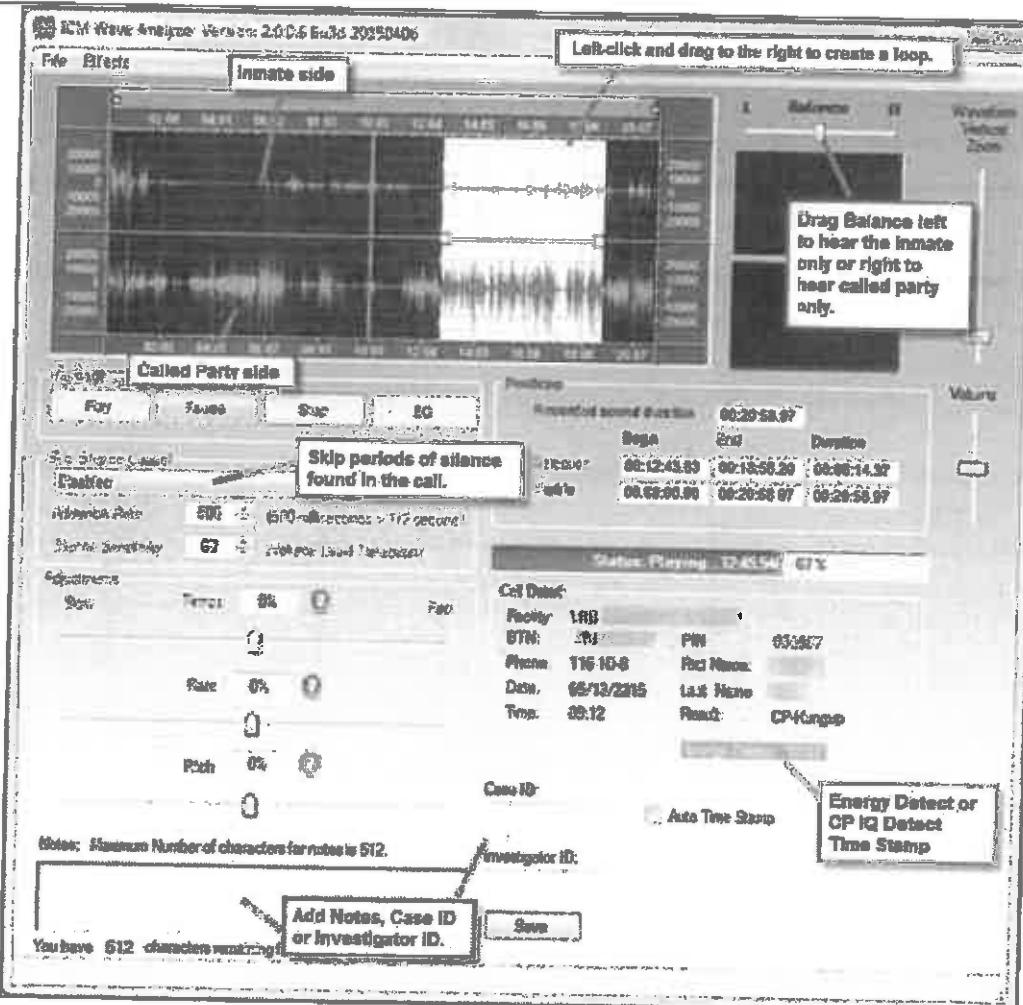| Proposer Response Y/N:	Y

Call Analyzer Features

Separately Analyze the Two Sides of a Conversation: As shown in the previous screenshot GTL ITS Call Analyzer separates the inmate's side of the conversation from the called-party's side of the

conversation and displays their waveforms on different channels for separate analysis. Clicking and dragging the mouse across any segment on one or both channels isolates the segment for replay.

3-Way Call and Called Party IQ Detection: Investigators are easily able to see the time stamp during the recording where a 3-way call or inmate-to-inmate call has occurred. A colored bar is shown in the CDR information and visually in the recording chart.

Add Notes, Case ID or Investigator ID: While playing back the recording investigators are able to add notes to a recording along with a Case ID or Investigator ID and include a time stamp of the note to mark a significant point of the recording.

Remove Silence During Playback: To allow investigators to hear only the playback of usable conversation, the Call Analyzer is able to remove silence from recordings with our Skip Silence control. The Skip Silence control allows users to remove silence in call recording playback from both channels, the inmate side only, called party side only or disable the control.
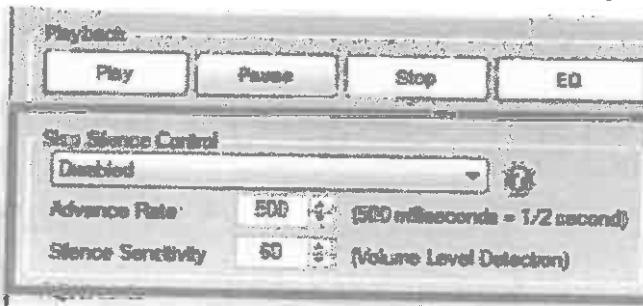
Investigators are able to set the rate which the Call Analyzer skips ahead when silence is detected. In addition, users are able to adjust the level of Silence Sensitivity to detect the level of volume and filter out noise in the audio that might be detected as voice audio.

Clarify Speech and Sounds: To help clarify words spoken by the inmate or called party or to better hear background voices or sounds, the ***tempo, speed,*** and ***pitch*** of either side of the conversation can be varied to reveal additional intelligence.

Screen-Out or Enhance Background Voices or Sounds: The **EQ** (Equalizer) button on Call Analyzer opens controls that allow you to turn up or down each segment of either Waveform.

By playing back any part of either side of a recording and turning up and/or down different audio bands, you can identify background speech and noises and screen them out to make a conversation clearer, or focus on the background speech and noises themselves.
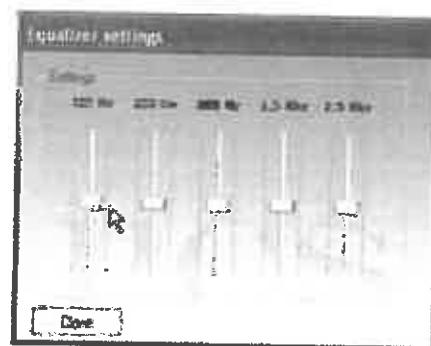
14.6.47 Simultaneous Call Retrieval for Investigations
Multiple authorized operators must be able to simultaneously access the centralized recording database to retrieve calls for investigations without having to change or exchange recording media. The system shall provide for an unlimited number of

operators to search and download recorded calls across the WAN for all facilities without the degradation of any and all facilities within the provided WAN.

Proposer Response Y/N:	Y
Proposer Comment: GTL has read, understands, and complies. GTL's ITS system will continue to all multiple authorized users to simultaneously access the system for any and facilities to retrieve and analyze calls for investigation as well as search and download recorded calls. Users are not required to change or exchange recording media.	

14.6.48   Inmate Management System Interfaces

Describe the Proposer's capability to provide software interfaces to other facility programs that would, for example, allow inmate PINs to be automatically transferred into the phone system's database from the facility's jail management system, or would allow monies in an inmate's commissary account to be used for pre-paid inmate (debit) calls. Describe how such interfaces would work.

Proposer Response Y/N:	Y

Proposer Comment:

GTL has read, understands, and complies.

PIN and INMATE INFORMATION

GTL has an existing integration between the County's GTL OMS and the GTL ITS that allows inmate information including PIN to be seamlessly updated in the ITS from the OMS on a near real-time basis.

ELECTRONIC DEBIT

GTL is proud to offer the County an electronic debit solution that is seamlessly integrated with Aramark. *GTL has an existing and deployed integration to Aramark Commissary and Inmate Trust systems.* GTL's strategic relationship with Aramark will allow inmates to order debit time directly from inmate telephones.

How it works: To fund their PIN debit account, the inmate completes a transfer by accessing the system via any inmate telephone and inputting the amount of money to be transferred from his/her commissary/trust fund. Transferred funds are applied to the applicable inmate debit account in real-time. Inmates will have the option to review debit account balances at any time from any standard GTL inmate telephone station.

Once funds are applied to an inmate's PIN debit account, the inmate can use the debit option during call set up to make calls that will be charged to his/her debit account. The total cost of the call will be decremented from the inmate's debit account at the conclusion of each call (i.e. the debit account balance will be accurate after each call). This assures that the inmates do not complete calls that will result in charges exceeding their account balances and assures that funds necessary for payment of the calls have been collected from each inmate. The inmate has the option to confirm his/her debit account balance prior to each call.

GTL OMS banking debit: GTL has the capability to provide the OMS inmate banking module to the County; this module is similarly highly integrated to the GTL ITS, allowing for real-time electronic funding of inmate debit accounts from the inmate trust account.

14.6.49   Hot Alerts
Describe the system's capability to provide hot alerts, which will alert investigators when a specific telephone number is dialed, when a specific inmate places a phone call or a specific phone station is used. System must provide capability for alerts to be emailed to investigators, and for the call to be forwarded to an

investigator's telephone and/or cell phone for real-time monitoring of the call in progress. Such real-time monitoring must be undetectable by the inmate and the called party and must not interfere with call recording.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

GTL's ITS allows email, text, or phone call hot alerts to be set up by authorized Shelby County staff; to be triggered when a specific PIN is used to make a call, a specific telephone number is called, or a call is placed from a specific phone station. Alerts can be sent to a large variety of devices including smart phones and PCs. A valid secure log-in password is required to set an alert. When a phone call hot alert is sent, the investigator (or other designated person) to whom the call is forwarded can listen to the live conversation.

- Alerts can be sent to phone numbers (including cellular phones), email addresses, or SMS text. A valid secure log-in password is required to set an alert.

- When a phone call hot alert is sent, the investigator (or other designated person) to whom the call is forwarded can listen to the live conversation.

- A sequence of numbers can be set up to provide "find and follow" sequence until a number is answered.

Once BTNs, PINs or phone stations have been designated as "Hot", their use triggers a "Hot alert": The system contacts a designated authorized investigator with an "Alert ANI" (Automatic Number Identification) specified when the alert was set. When the alert is sent to an investigator's telephone, the investigator enters an authorized security code on the phone's keypad to immediately access and listen to the live conversation.

An investigator's access to a call-in-progress, whether from a phone, the system workstation, or remote computer, is silent. Neither the inmate nor the called party will be aware that the investigator has joined the call.

The investigator monitoring an inmate's conversation may also cut-in and talk to each party and/or terminate the call from his/her phone, workstation, or remote computer.

PIN:

PIN Detail   Active PANs   Transaction   Pre-Assigned Phone Data

[Auto PIN]

Inmate ID   First Name   Location   Auto PAN

Debit PIN   Middle Name   Phone Group   Max PAN
1031   [Force Reset □]   5

Collect PIN   Last Name   Security Threat
1031   [Force Reset □]

Card ID   Alias

☑ Active   ☐ Currently in Use   ☑ Hot PIN   ☐ Restricted Playback
☑ Voice Verification Enrolled   ☑ VIQ Trained   ☐ Reset Recorded Name   ☑ Voicemail

PIN Specific Call Limits

☐ Free   ☐ Private   ☐ Debit   Call Duration
☐ Collect   ☐ Prepaid   No Limit   ☐

Statistics	Free	Private	Debit	Collect	Prepaid	Total Uses
Used	0	0		0	0	0

Date Added   Last Date Used   Last Phone Used   Balance
11.2x.2009   2.14.2010   377 $ tbry2

PIN Lockout Start   PIN Lockout Stop
              □ ⊙   □ ⊙   ☐ Allow Free   ☐ Allow Private

Notes

Authorized personnel who are to be notified when a hot BNT, hot PIN or hot phone station is used are designated on the system's **Alerts** screen.

GTL

Home   Reporting ▾   Live Monitoring   CD/DVD   PIN/PAN   Number Management   User Management   Alerts   System Control

Alert options include:

Email Hot Alerts – Notify one or more designated people via email that a "hot" telephone number has been called or an inmate has used a "hot" PIN or phone station to place a call.

Text Hot Alerts – Notify one or more designated people via SMS text message that a "hot" telephone number has been called or inmate has used a "hot" PIN or phone station to place a call.

Phone Call Hot Alerts – Notify one or more designated people via telephone that a "hot" telephone number has been called or inmate has used a "hot" PIN or phone station to place a call. The alerted officer(s) have the option to access and listen to the live conversation.

Alerts

Email Hot Alerts

BTN   PIN   Inmate Phone   Email Recipient
No records to display.

Text Hot Alerts

BTN   PIN   Inmate Phone   SMS Message   Carrier
No records to display.

Phone Call Hot Alerts

          BTN   PIN   Inmate Phone
No records to display.

Direct Alerts to Email Addresses, Text and Telephones - The New Alert button on either Email Hot Alerts, Text Hot Alerts, or Phone Call Hot Alerts allows the authorized user to add an email, text or forward-call alert to the selected list.

Call Detail Report for Hot PINs or Hot Destination Numbers

GTL Check the **Return HOT calls only** on the Call Detail Record Standard query definition page.

☑ Return HOT calls only

☐ Return calls with ENERGY only

☐ Cell Phone records only

The returned report will indicate by color coding whether it is the inmate PIN, called number (BTN), or both that are alarmed. The type of alert is also shown in the call Status column with a Hot PIN icon
🅿 or a Hot BTN icon 🅱.

Call Detail Report

Drag a column header and drop it here to group by that column

Add To Queue 🗐 🗐 🗐   Enter Button File Name ☐ Selected Only

☐	#	STATUS	BTN	PIN	DATE	TIME
☐	1	🌢		190558	07.14.2016	16 30
☐	2	🌢		188071	07.14.2016	07.25
☐	3	🌢		111700	07.13.2016	**17-43**
☐	4	🌢		188071	07.12.2016	09 16
☐	5	🌢		190558	07.11.2016	17 43

14.6.50   Email or Download Call Recordings

The system shall provide the capability for investigators to email call recordings directly from the system's user interface, and to download call recordings directly from the system to a local drive or to a "flash drive," "thumb drive," or other removable storage device.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

While viewing call detail records or listening to recorded conversations, the **investigator has the** option to send recordings to the CD/DVD Queue for download to copy to removable media and emailing.

Clues and evidence of guilt are often captured in recorded inmate conversations. GTL's Inmate Telephone System makes it easy for investigators to retrieve and share recordings with each other or to submit them for presentation to a jury.

Call Detail Report

Click here to add the selected records to the CD/DVD utility

Drag a column header a ...

Add To Queue

STATUS

Click here to select all call records

Or...Click in the box next to the call record

1
2

4
5
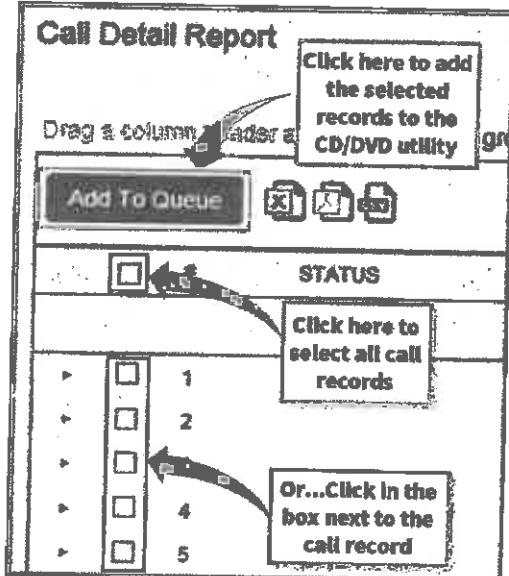
CD/DVD Queue marks calls in call detail reports for download to portable media.

- Click the box at the top of the column to select all calls or select the box next to the specific call record(s) to only send those calls to the queue.

- Clicking the "Add To Queue" button on the call detail report screen adds the call(s) to a queue for download to a CD, DVD, or USB drive.

- Once queued, the system's CD/DVD Utilities are used to direct the selected call(s) to the desired destination device.

Download Calls to Removable Media

Call archiving to portable media is simple with the GTL Inmate Telephone System. The **CD/DVD Utilities** option on the system's dashboard allows call recordings with their associated call records to be copied to portable media (CD, DVD, USB devices). Any authorized user who wishes to store call recordings on external media can easily download them to the designated medium. The CD/DVD Utility will produce recordings with no loss in quality and will place a time and date stamp within the recording.

CD/DVD Utilities

	BTN	Phone	Date	Time	PIN	Last Name	Notes	SELECT	REMOVE
🔊	6164800166	LMF – Spruce A Left	20140211	1015	0283415	TAYLOR	Eric Gonzalez Testing	☑	☐
🔊	6164800166	LMF – Spruce A Left	20140214	1332	0283415	TAYLOR	Eric Gonzalez 2nd Que test	☑	☐
🔊	3139286526	LMF – Spruce B Right	20140214	1338	0747101	Trotter	Eric Gonzalez Test Que.	☑	☐

Downloading can be performed on any computer that has secure access to the call recordings, whether at the facility or at a remote location. The user simply searches for the calls he/she wants to download (calls can be searched by PIN, date, start or stop time, inmate telephone station, called number, and other criteria). Once the desired recordings are selected, the investigator inserts a disk in the CD/DVD drive or connects the USB device and clicks the "Data CD/DVD" option to burn the call to the destination medium.

	Listen	Selected	BTN	PIN	Date	Time	Duration	Result	Inmate Phone	Notes	First Name
▶1	Play	☑	6164800166	0283415	20140211	1015	15:00	Time Up	LMF - Spruce A Left	Eric Gonzalez Testing	EVERETT
2	Play	☑	6164800166	0283415	20140214	1332	00:32	Inmate Hun...	LMF - Spruce A Left	Eric Gonzalez 2nd Que test	EVERETT
3	Play	☑	3139286526	0747101	20140214	1338	04:11	Inmate Hun...	LMF - Spruce B Right	Eric Gonzalez Test Que.	Ashai

The user may listen to the CD/DVD through any universal media player. Files may also be stored on USB or thumb drives, hard disk, or any other medium preferred by the user. Copied recordings retain their security encryption and, at the user's discretion, any attached investigative notes.

The ITS CD/DVD Utilities also offer the option to email recordings to designated email addresses. Selecting the email option opens the investigator's default email program.
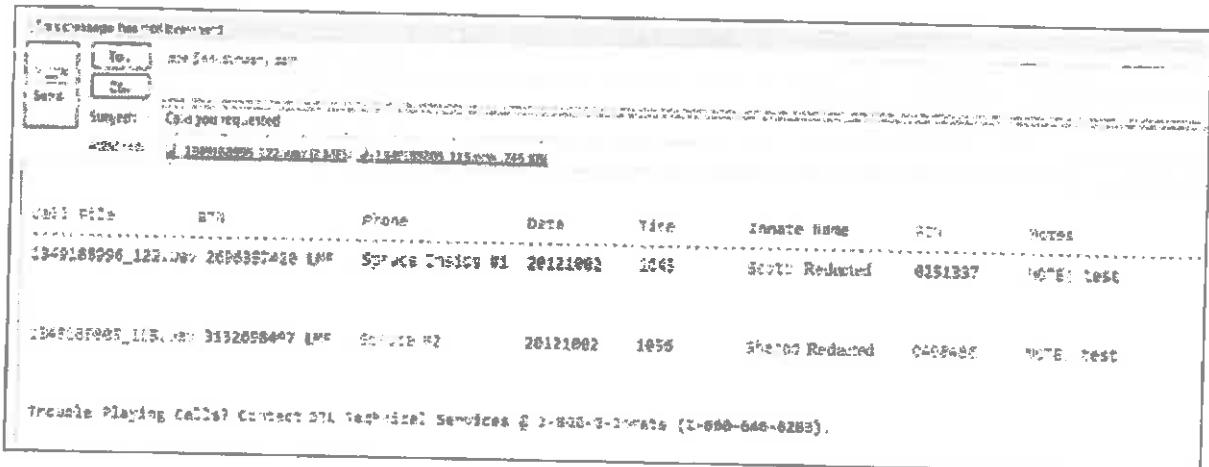
Example Email with Attached Recordings

14.6.51   Real-Time Call Monitoring

The system must allow authorized users to monitor ongoing inmate phone calls in real- time, from an onsite workstation or from a remote PC. Real-time call monitoring must not interfere with call recording and must be undetectable by the inmate and the called party. Explain in detail how your system will provide these features.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

Call Monitoring

GTL's Inmate Telephone System will continue to allow authorized Shelby County personnel to monitor inmate phone conversations in real-time. The system's live monitoring component is accessible to authorized personnel through the *system workstation* at the facility and via GTL's *secure Internet connection* from a desktop, laptop, or other remote means. Whether at an on-site workstation or connected through the Internet from a remote location, only those with appropriate security clearance will be able to continue to access the password-protected live monitoring component.

Calls-in-progress are displayed on the system's Live Monitoring screen and can be selected for listening by inmate PIN or the called number.

An authorized user monitoring calls may also forward calls-of-interest, for example, to the Inspector General's designated number or other approved numbers for investigative staff.

Live monitoring functions for calls-in-progress include:

- Allows the user to manually **select and listen** to a particular call in real-time; for any length of time.

- Allows the user to activate **Scan**, which causes the system to sequentially auto-select and "play" the live conversion of each active call for a specified interval (e.g. 30 seconds), before scrolling to the next active call. When the last call on the Live Monitoring screen is scanned, the scan cycles-back to the top and begins again. At any point, the user may stop the scan and listen to a conversation of particular interest for any length of time.

- Allows the user to **disconnect** (end) any call in which the conversation is inappropriate or threatening.

- Allows the user to **forward** a call-of-interest to a designated number.

- Alerts the user when a call was placed by an inmate with a "hot" (alerted) **PIN or when an** inmate has called a "hot" (alerted) destination number.

Authorized persons who are to be notified when a hot telephone number (BNT) or hot PIN is used are designated on the system's **Alerts** screen.

Live monitoring is not detectable by the inmate or by the called party and does not interfere with the continuous recording of the conversations. Several investigators may monitor the same call at the same time.

14.6.52   Reverse Lookup

The system must provide, at no cost to the County, a mechanism for looking up the name and address of a called-to telephone number for a call in progress, a call attempt, or a completed call. Name and address information must be reported in text and displayed on a map.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

GTL's Reverse Number Lookup feature is included standard and is fully integrated with our ITS software. GTL offers this investigative tool as a standard part of our calling system _at no additional cost_. Reverse Lookup searches a large industry database for the billing name and address (BNA) of a specified phone number and displays the name and address along with a street Map or Satellite image.

 Reverse Number Lookup is available for numbers entered or viewed in GTL's ITS **Number Management** module.

 Reverse Number Lookup is also available for inmate-dialed numbers _during live Call Monitoring_ and from _Call Detail Reports_. The authorized user simply clicks any Billed to Number (BTN) displayed on the Call Monitoring screen or listed on a call detail report to instantly view the name and address associated with the selected number.

14.7 Mandatory System Requirement

14.7.1 Centralized Processing and Data Storage

The system must provide secure, centralized storage of both call records and recordings. Records and recordings are to be stored in a RAID (Redundant Array of Independent Devices) environment to provide maximum protection of each call recording. Each facility must have independent control of the inmate

telephones at that facility and have on-site access to the facility's call records and recordings through a workstation computer. The system at each facility must be tied together in a secure Wide Area Network (WAN) that allows properly authorized staff at one location to carry out investigations by accessing call records or recordings from any or all sites. Reporting capabilities must allow for the reporting of a single location or all locations within the network.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

When an inmate places a call, the call recording (and the call details to accompany that recording) is digitally stored in a Redundant Array of Independent Disks (RAID). GTL records and saves calls in .wav-compatible format. When files are reformatted for special purposes (e.g. for storage on tape), they are generally regarded as unverifiable and thus inadmissible in court. Call recordings in original format are encrypted with the appropriate codec, date and time stamped, and stored along with their associated call data. Any time a recording on the RAID drive is listened to, downloaded, copied, or emailed, this information and time-stamp of the event is appended to the call record. The new information is attached to the existing file, but the existing file is not overwritten or edited.

The recordings are recorded live, and during this time a 128-bit proprietary algorithm creates a date and time stamp for the data portion of the .wav file. When the call is completed, a codec is written onto the completed recording. The .wav file requires this codec to play back the recording. As long as the recording stays in the .wav format, GTL can always verify its authenticity.

These features maintain the integrity and reliability of the chain of evidence, ensuring the records will stand up to the highest degree of judicial scrutiny.

GTL promises to provide expert testimony regarding the reliability of your records and call recordings free of charge if they are ever challenged.

In addition, a log is maintained in the GTL system of all user activity related to every call—who listened to a call, for example, who burned the call to a CD, and when the CD was made. This tracking and auditing functionality ensures accountability and control of any actions taken by users involving call recordings.

The GTL system will not allow a call record or recording in RAID storage to be deleted or modified. The only way a call recording can be removed from the system is by "aging purge" after a defined period; this process is automated and performed without human intervention.

Data Storage and Redundancy

Our ITS platform provides centralized storage of all system and call data at GTL Data Centers; effectively putting GTL's highly trained service personnel continuously "in the room" with your calling platform and call data. Our Data Centers are secure, climate controlled fortresses that ensure the safe-keeping of all of your data and protection of your system's functionality. The GTL ITS platform is configured with redundancy to reduce interruption of service and prevent data loss.

GTL utilizes hardened co-located facilities to provide a highly resilient, highly available, redundant network capable of handling all of GTL's voice, data, and call validation as well as the management requirements in the event that one co-location facility fails while in service.

Our data center facilities are physically separate; located in the states of Texas and Alabama. All GTL data storage facilities are lightning and surge-protected and have UPS units and back-up power generators. The databases housed at each data center are automatically updated so that each center holds complete and up-to-date data for the various facilities.

A detailed record of each call is created and stored in real time at its primary storage location and transmitted in near-real time to secondary storage. Each telephony server connects to a RAID, allowing inmate call recordings to be replicated in real time across a redundant array of independent disks. GTL redundantly stores all call detail records for on-line access for the term of the contract and recordings for the lifetime of the contract.

GTL Data Center Security

- Perimeter gated fence with guarded fence access.
- Level 4 hurricane rated building.
- Centralized badge access system ensuring only authorized individuals enter and only appropriate employees have access to physical servers.
- 24/7 closed caption television monitoring and recording with centralized system providing access to all live and recorded video feeds.
- Approved escort required to accompany visitors and janitorial staff.
- FM 200 fire protection system
- Dual grid AC power
- Diesel powered backup generators

As inmate calls are made and completed and as system settings are changed by authorized staff at the facility, the system's databases at GTL Data Centers are dynamically updated.

14.7.2 System Reliability

System uptime is essential. Please provide details of outages that lasted longer than 8 hours in a single day over the past two years.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

System Reliability

The GTL Inmate Telephone System's consistent reliability is provided through high-quality components, multiple hardware redundancies, network design, data backups, and constant remote monitoring and diagnostics. These features, along with hot-swap capability and flexible design, will virtually eliminate system downtime. We have had no such outages over the last two years. The ITS hardware is one of the most reliable computer telephony chassis available today, with a current uptime of greater than 99.9%.

14.7.3 System Security

Proposers must supply details of any and all security breaches that they, any of their partners, their subsidiaries or parent companies have had within the past 5 years as well as nature of the breach and actions taken for remediation and future prevention.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

14.7.4 Third Party Services

Proposer will not be allowed to utilize any third party subcontractors for call analysis, recording reviews, etc. All services must be provided by Proposer or County's direct employees.

Proposer Response Y/N:	Y
Proposer Comment:	

GTL has read, understands, and complies.

All products and services proposed to Shelby County are provided by GTL.